

Euro Electrical and Solar Customer Complaint Procedure

Euro Electrical and Solar pride themselves on customer service will endeavor to resolve all customer complaints as soon as they are received.

Our complaints process is as follows

Customers are advised to submit their complaint via email to info@euroelectricalandsolar.com.au, or call 1800 957 845

Euro Electrical and Solar will respond to your enquiry within 2 business days with an initial acknowledgment and resolution if a fast resolution is available.

For queries relating to a complex nature Euro Electrical and Solar will aim to resolve it in no more than 30 days from receiving the complaint in writing. This may not include repairs and installation work required, which may need additional time to be performed.

When making a complaint please include the following information

Your installation address

Your name and contact details

The name of your Sales Consultant

The nature of the complaint, please include as much information as possible. Details of any steps you have already taken to resolve the complaint.

Details of any conversations you've had with relevant people in regards to the complaint.

Remedy requested.

Copies of any evidence that supports your complaint.

It is highly recommended you submit your complaint in writing.

Contact Details:

Email: info@euroelectricalandsolar.com.au

Phone: 1800 957 845

Address: L10, 555 Lonsdale Street, VIC 3000

For further help

Clean Energy Council:

Phone: 03 9929 4100

Address: Level 15, 222 Exhibition Street, Melbourne VIC 3000

Australian Competition & Consumer Commission:

Phone: 1300 302 502

Address: GPO Box 520, Melbourne VIC 3001

Consumer Affairs Victoria:

Phone: 1300 558 181

Address: GPO Box 123, Melbourne VIC 3001