

Door to door sales - checklist for consumers

This checklist sets out your rights when you purchase goods and services from a door to door sales agent. If you answer "NO" to any of the questions set out below or if you require any further information please contact us on 133 702. **You are not required to do anything with this form unless you have a specific concern or did not receive our energy contract booklet "A Guide To Your Energy Contract" and the information on prices payable under the contract.**

Question	Response
Time and purpose of visit	
Did the agent visit you at home during the permitted time period? The permitted time to visit at your home is between the following hours, <ul style="list-style-type: none"> • 9am to 6pm on weekdays, • 9am to 5pm on Saturdays By law, door to door agents are not allowed to visit you outside these hours including on a Sunday or public holiday unless a previous appointment has been made	YES/NO
Did the agent explain the purpose of their visit (i.e. to discuss Alinta Energy products and the process of switching to Alinta Energy)?	YES/NO
Did you feel that you could ask the agent to leave at any time?	YES/NO
Identification	
Was the agent wearing their ID badge? Did they show this to you?	YES/NO
Did the agent state their full name and that they are representing Alinta Energy?	YES/NO
Your energy contract	
Do you understand that you are entering into a new contract for the supply of your Electricity/Gas?	YES/NO
Did the agent explain to you that if you are on a fixed term contract with your current supplier (and that contract has not yet expired) your current supplier may charge you a cancellation fee if you switch to another energy retailer?	YES/NO
Did the agent give you a copy of the 'Guide To Your Energy Contract' booklet and separate documentation containing information on prices?	YES/NO
Did the agent ask you to sign an energy offer form?	YES/NO
Product features	
Did the agent explain the features of the energy offer with Alinta Energy? <ul style="list-style-type: none"> • 15% off your electricity usage when you pay on time and in full • No lock in contract • No exit fees 	YES/NO
Cooling off	
Did the agent explain that you have a 10 business day cooling off period in which you are able to cancel the contract for any reason without any penalty?	YES/NO
Have you been provided with a cancellation form (within the 'Guide To Your Energy Contract' booklet) which can be used if you wish to cancel the contract during the cooling off period?	YES/NO
Have you been provided with our Customer Service number (133 702) for any enquiries you may have?	YES/NO