

PROMOTIONAL OFFER TERMS AND CONDITIONS (TERMS)

1.	Name of promotional offer	LookSee Savings Guarantee Promotional Offer (Offer)
2.	Promoter	The Standard Bank of South Africa Limited (Standard Bank/We/Us/Our)
3.	Start date (Offer period)	00h00 on 11 November 2024
4.	End date (Offer period)	23h59 on 31 December 2025
5.	What we are offering (Offer)	<p>If you purchase and install a LookSee hybrid solar system (system), we will include a personalised Savings Guarantee to your purchase.</p> <p>The guarantee is based on average estimated production capacity of the proposed system using Riskscape data.</p> <p>The guarantee will apply for a period of 6 months and is based on our minimum savings expectations for the household.</p> <p>If the system does not deliver the savings as outlined in the Savings Guarantee, we will pay you R2 000.</p>
6.	Who qualifies for the Offer	<p>You must:</p> <ul style="list-style-type: none"> a) be 18 years or older; b) have paid for and installed a LookSee hybrid solar system on a residential property in South Africa within the Offer Period.
7.	How to accept the Offer	<ol style="list-style-type: none"> 1. Complete the Call Me Back form on LookSee (https://www.looksee.co.za/products-services/solar) and provide consent for the LookSee team to contact you. 2. A LookSee Customer Care consultant will contact you to book an Energy Advisor to visit your premises to discuss the most suitable system for your home. 3. You will receive a final quotation and personalised Savings Guarantee that specifies the minimum savings expected over a 6-month period. 4. Accept the quotation and terms and conditions of the Savings Guarantee and pay the deposit. 5. During installation: <ol style="list-style-type: none"> a. Installer will confirm that the inverter is connected to your wi-fi. b. LookSee will be given access to the inverter data. 6. After installation, you will be sent a brochure that provides tips and advice on how to use the solar system in order to maximise their savings on the electricity bill. 7. After payment in full, you will receive your COC and a notice that the Savings Guarantee period has started. 8. After 3 months, you will be advised of any system and behavioural optimisations that can take place to improve savings.

		9. After 6 months, you will be sent a mail marking the end of the Savings Guarantee period, which advises whether the Savings Guarantee has/has not been met. If not met, you will be eligible for a cashback of R2 000.
8.	How many times you can accept the Offer	Once per site on which the system is being installed.
9.	How you will receive the Offer	The cashback will be paid into the bank account of your choice within a period of one month post the Saving Guarantee period.
10.	Other terms	<ol style="list-style-type: none"> 1. This offer applies to hybrid solar systems only, not to any other home efficiency products or systems sold by LookSee. 2. Participants must agree to grant the LookSee team access to the inverter data to take part in the Offer. 3. Participants must ensure that the inverter is always connected to their wi-fi so that the LookSee team can monitor and retrieve data as and when required. 4. To maximise savings, at least 35% of the participant's overall energy consumption needs to occur during solar energy production hours (9:30-15:30), and this energy consumption should be reasonably distributed throughout these hours. The consumption could be actual consumption, or it could go to battery charging for later usage. 5. If the consumption in the house decreases significantly (more than 20%) for a period of time, then those days will be excluded from the guarantee period and the guarantee period will be extended by an identical period of time. 6. If the weather conditions are such that over the period of the guarantee more than 50% of the days are cloudy, then the guarantee period will be extended by the number of days exceeding 50% of the guarantee period. 7. The guarantee period will be extended by the number of days where the solar equipment is not functional for any reason (system malfunction, holiday period).

11. GENERAL

- 11.1 Please read the Terms carefully and pay special attention to the clauses that are in bold, as they may limit our liability (responsibility) or involve some risk to you.
- 11.2 We are the promoter of the Offer. Any reference to **we/us/our** includes our directors, sponsors, agents or consultants, where the context allows for it.
- 11.3 By participating in the Offer, you agree to be bound by:
- 11.3.1 these Terms;
 - 11.3.2 the terms and conditions of any of our products or services that you sign up for as part of the Offer; and
 - 11.3.3 any supplier terms and conditions (if applicable).

- 11.4 These Terms apply to the Offer and to all information (including promotional or advertising material that is published) in relation to the Offer.
- 11.5 ***We are not responsible for any loss or damage which you or any third party may suffer as a result of you taking up the Offer.***
- 11.6 ***We must process your personal information to make the Offer available to you. Protecting the privacy, confidentiality and security of your personal information is very important to us. You may access our privacy statement on: <https://www.standardbank.co.za/southafrica/personal/about-us/legal/privacy-statement> for more information on: how we process your personal information, your privacy rights and how the law protects you. If you do not agree, please do not participate in the Offer.***
- 11.7 ***We are not responsible if you are not able to successfully take up the Offer for any reason, including because of an interruption in services or a technological failure.***
- 11.8 ***We reserve the right to amend these Terms.***
- 11.9 ***We can end the Offer with immediate effect with or without notice to you. If this happens, you waive (give up) any rights, which you may have against us and you will have no claim against us.***
- 11.10 If there is a dispute in respect of these Terms or the Offer, our decision is final and binding and no correspondence will be entered into.
- 11.11 The Offer cannot be used together with any other similar offer or campaign promoted by us.