



# Department of Justice and Regulation

Consumer Affairs Victoria

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Our ref: CD/17/403715

## PUBLIC WARNING NOTICE

I, Simon Cohen, Director of Consumer Affairs Victoria, issue the following public warning notice pursuant to section 223 of the Australian Consumer Law (Victoria), in respect of Solar Orb Pty Ltd (ACN: 606 578 661) ("**Solar Orb**"), and the websites, [www.solarorb.com.au](http://www.solarorb.com.au) and [www.solar-orb.com](http://www.solar-orb.com).

I believe that issuing this statutory public warning notice is in the public interest, given the disproportionately high level of recent contacts received from Consumer Affairs Victoria in relation to this business and the high level of consumer detriment evident in these contacts.

Since 11 October 2017, Consumer Affairs Victoria has received 29 contacts from consumers about the business conduct of Solar Orb. Issues raised by consumers indicate that Solar Orb:

- accepted deposit payments for solar panel supply and installation;
- failed to supply or install the solar panels;
- failed to refund deposits to consumers following the non-supply and non-installation of the solar panels.

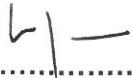
Consumer Affairs Victoria enquiries have identified that Solar Orb has recently appointed a liquidator to wind up its affairs.

Given these contacts, and the issues raised, I urge consumers to be cautious about entering into agreements with any company requesting deposits or up-front payment for the supply and installation of solar panels (or other solar related items).

Consumers who paid by credit card and have not received the goods they purchased from Solar Orb are advised to seek a chargeback from their financial institution. You should contact your bank or credit card provider immediately, as there are time limits on making a chargeback claim. More information on chargebacks can be found on our Chargeback page, located at [www.consumer.vic.gov.au/shopping/refunds-and-returns/chargeback](http://www.consumer.vic.gov.au/shopping/refunds-and-returns/chargeback).

If you are a consumer who has made an agreement with Solar Orb and have not received goods as agreed or within a reasonable time, you are encouraged to contact Consumer Affairs Victoria on 1300 55 81 81. If you made this agreement before 2 November 2017, you are also encouraged to contact the liquidator, Condon Associates, on (02) 9893 9499.

DATE: 12 December 2017.



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**Simon Cohen**

Director, Consumer Affairs Victoria