

## PROMOTIONAL TERMS AND CONDITIONS



### LOWEST SERVICE PRICE PROMOTION TERMS & CONDITIONS

The following terms and conditions apply to this promotion. By taking part in this promotion, you agree to be automatically subject to the following specific terms and conditions.

**Promotion Period:** The Lowest Service Price Promotion runs from *18 September 2025 to 31 December 2026*.

At Stage Zero, we're committed to providing the most cost-effective alternative energy solutions. If we can't match a competitor's quote for a comparable solar and/or backup energy service, we'll pay you **R2500 (two thousand five hundred rand)** in cash! This promotion reflects our confidence in delivering unmatched value for your energy needs.

#### Eligibility

The promotion is applicable to anyone:

- who is not an existing Stage Zero Customer upon commencement of the Promotion Period;
- who have not qualified or received payment/incentives for another Stage Zero promotion 24 (twenty four) months preceding commencement of the Promotion Period;
- whose services were not terminated by Stage Zero 24 (twenty four) months preceding commencement of the Promotion Period.

#### Exclusions

The promotion is **NOT** applicable to:

- existing Stage Zero Customers;
- commercial products and services (e.g. products with inverter sizes greater than 24Kw);
- quotes for services outside of the Republic of South Africa;
- outright purchases; and
- portable backup products.

#### Qualifying Criteria

- A potential customer must:
  - obtain a quote for an eligible Stage Zero alternative energy service (e.g., solar and/or backup systems) during the Promotion Period.
  - provide a verifiable competing quote issued to the potential customer from a reputable South African alternative energy service provider, dated within the promotion period and still valid, for a like-for-like service.
  - provide proof of address which corresponds with the specified address on the competing quote that is not older than 3 (three) months.

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- If Stage Zero cannot match the competing quote on a like-for-like basis, you may claim the R2000 payment subject to the provisions of the Claim Validation Criteria below.
- Claims must be submitted within 30 (thirty) days of receiving Stage Zero's final quote via email to [promotions@stagezero.co.za](mailto:promotions@stagezero.co.za), or by contacting the **Stage Zero support desk** at **087 162 5000**.
- Valid claims will be paid within 30 (thirty) days of receipt via bank transfer to a South African bank account provided by the claimant.

### Claim Validation Criteria

Stage Zero will compare its quote to the competing quote on a like-for-like basis, ensuring alignment on:

- customer details (full name, ID number, and installation address);
- service specifications (e.g., solar panel wattage, battery capacity, inverter size, or system efficiency);
- total cost including monthly rental/subscription charges, installation/setup charges, de-installation/cancellation charges, upgrade/downgrade charges and maintenance or warranty terms;
- quality of product and service inclusions.

The competing quote must be submitted as a verifiable document (e.g., PDF, email, or signed quote from the service provider). Stage Zero reserves the right to reject any quote deemed unrealistic, fraudulent, or fabricated at its sole discretion.

### Additional terms:

- This promotion will run for the Promotion Period only and Stage Zero reserves the right to extend or discontinue this promotion at its discretion.
- Recipients are responsible for any tax obligations arising from the R2000 payment.
- Claims under this promotion is limited to 1 (one) claim per potential customer irrespective of the number of quotes submitted;
- If multiple claims are submitted by the same potential customer for different products and / or specified addresses, such claims shall not qualify.
- Only 1 (one) claim will be paid per specified address,
- In the event that more than one potential customers submit a claim in respect of the same specified address, payment shall be effected to the first qualifying potential customer only.
- Disputes regarding claim validity can be escalated to [promotions@stagezero.co.za](mailto:promotions@stagezero.co.za) for review within 14 (fourteen) days of rejection. Stage Zero's decision following review is final.
- Stage Zero is not liable for delays in claim processing due to incorrect or incomplete information provided by claimants.