

TICKD

Customer Terms and Conditions

www.tickd.com.au

Version 1 | Last updated: 21/4/2026

Key Facts — Please Read

These terms govern your use of the Tickd website (www.tickd.com.au) and our services. By visiting our website, requesting a quote, or registering for an account, you agree to be bound by them.

Tickd is a comparison platform — we are not an energy supplier. Any supply contract you enter into is between you and your chosen partner supplier, not Tickd.

Our services are free to you. We are paid a commission by partner suppliers when you enter into a supply contract through our platform.

Questions? Contact us at info@tickd.com.au or visit www.tickd.com.au.

A. About Us

A1. Who We Are

The Tickd website is owned and operated by Tickd Pty Ltd (referred to as 'Tickd', 'we', 'us' or 'our' in these terms). Our details are:

Company name	Tickd Pty Ltd
ACN	688 102 070
Registered address	Suite 41H, 190 Jells Road, Wheelers Hill VIC 3150
Website	www.tickd.com.au
Email	info@tickd.com.au

A2. About These Terms

These terms and conditions govern the relationship between you and Tickd in relation to your use of the Tickd website and our services, whether as a visitor or registered account holder. Please read them carefully before using our website.

When you visit the Tickd website, request a quote, or register for an account, you agree to be bound by these terms and a contract is formed between you and us on these terms.

When we refer to 'you' or 'your' in these terms, we mean the business, organisation or individual who has visited, used or registered with the Tickd website, as well as any person acting on their behalf.

A3. About the Tickd Website

The Tickd website at www.tickd.com.au is a business energy comparison platform that enables you to:

- Obtain comparison quotes for energy and other business products and services from our partner suppliers
- Register for an account and make an offer to your chosen partner supplier to enter into a supply contract with them
- View details of your supply contracts (where a data integration has been set up with the relevant partner supplier)

At the date of these terms, the Tickd website supports quotes for electricity and gas supplies from a panel of partner suppliers. We plan to grow the range of products, services and partnered suppliers over time.

We do not provide advice on, or give recommendations or endorsements of, any of the products and services available on the Tickd website. Quotes are provided and listed impartially.

Important: You must only use the Tickd website for the purposes of obtaining quotes for products and services you are seeking to procure for your own business use. You must not use the Tickd website to harvest, obtain or verify data for any other purpose. We may block access if we suspect misuse.

A4. How We Are Paid

Our services are free to you as a customer. We do not charge you for obtaining quotes or using the Tickd website. Instead, we receive a commission from partner suppliers for each supply contract (including renewals or extensions) that you enter into with a partner supplier through or facilitated by our platform. Depending on our agreement with the partner supplier, this commission may also apply to future supply contracts, renewals and extensions that you agree directly with the partner supplier.

The prices quoted to you by our partner suppliers may take account of such commission. Commission can be factored into the rates in a number of ways:

- The partner supplier provides us with a price book with commission already included, and we present those rates to you as provided
- The partner supplier asks us to apply an uplift to their price book to account for our commission, calculated as: $\text{Annual Commission} \div \text{Annual Quantity (AQ)} = \text{cents per kWh uplift}$
- We may alternatively apply an uplift to the standing charge, calculated as: $\text{Annual Commission} \div 365 \text{ multiplied by } 100 = \text{cents per day standing charge uplift}$

From time to time, partner suppliers may pay Tickd an incentive based on the volume of contracts submitted. This does not affect the price you pay as a customer, but is a marketing incentive offered by suppliers. We will disclose this to you where such an incentive amounts to more than \$150 per contract submitted.

Tickd sources quotes from a panel of energy suppliers and does not work with every supplier in the market. The quotes shown represent the best available from our panel at the time.

B. Our Customers

B1. Business Customers

The Tickd website is only for use by businesses, organisations and other persons who are seeking to procure energy and other products and services for their own use and consumption, solely for business or non-domestic purposes.

B2. Domestic Customers

The Tickd website is not intended for use by consumers seeking quotes for products or services wholly or partly for domestic or household use. You must not use the Tickd website for this purpose.

B3. Intermediaries

The Tickd website is not intended for and does not support use by brokers, agents or other intermediaries acting on behalf of third parties. You must not use the Tickd website in that capacity.

B4. Territory

The Tickd website is available to business customers operating in all states and territories of Australia. Our services are not directed at customers outside Australia.

C. Our Services

C1. Quotations

Scope

You can request comparison quotations for energy and other business products and services from our partner suppliers using the forms and processes on the Tickd website. For some types of quotes — such as multi-site requirements — the Tickd website may not offer an automated quotation journey. In such cases, please contact us at info@tickd.com.au and we will discuss your requirements and explore how we can assist outside the standard quotation process.

Range of Products and Services

You may only request quotes for the products and services supported by the Tickd website at any given time. At the date of these terms, this is limited to electricity and gas supplies for business customers across Australia. We aim to expand the range of products, services and partner suppliers over time.

Partner Suppliers

Quotes will come only from suppliers who have chosen to partner with the Tickd website. The Tickd website does not offer whole-of-market comparisons. The quotes available reflect the best rates available from our current panel of partner suppliers.

Prices

Quotations will be based on the range of prices and products which our partner suppliers have authorised the Tickd website to quote. We work with our partner suppliers to keep the prices presented accurate and up to date, but we accept no responsibility for any loss you may suffer if prices are not current.

It is possible that not every partner supplier will provide you with a quote. If a partner supplier's integration with the Tickd website is not functioning, we may provide a quote based on previously agreed prices stored on the platform (a cached quote), and will indicate when this is the case.

Validity of Quotes

Quotes are only valid at the time they are provided on the Tickd website. Prices may change on your next visit. There is no guarantee that a partner supplier will proceed with a quote if you subsequently offer to enter into a supply contract with them. Partner suppliers reserve the right not to proceed with and to withdraw quotes at any time.

Information Checks

Before you are able to obtain quotes, the Tickd website may carry out validation checks on the information you have provided, including address and meter detail verification against relevant industry databases. You authorise these checks when you request a quote. If the Tickd website is unable to validate your information, quotes may not be provided and you may be asked to correct or resubmit your details.

Legal Status of Quotes

Quotes are provided on behalf of partner suppliers 'subject to contract'. A quote is not a legal offer from a partner supplier to enter into a supply contract with you. To proceed with a quote, you must register for an account and follow the offer journey on the Tickd website. We act as agent of the partner supplier only for the purpose of communicating quotes to you. We are not authorised to make any legally binding offer to you on behalf of any partner supplier.

C2. The Offer Journey

Scope

If you wish to proceed with a quote, you must register for an account and follow the offer journey on the Tickd website. For some types of quotes, an automated offer journey may not be available through the website. In such cases, please contact us at info@tickd.com.au.

Supply Contract Terms

Each partner supplier provides the Tickd website with a template supply contract and their standard terms and conditions of supply. The Tickd website will populate that template with the terms of the quote you wish to proceed with and present this to you for your consideration. We strongly recommend that you read these carefully and ensure you are comfortable with them before proceeding.

Making Your Offer

If you confirm through the Tickd website that you wish to make an offer to a partner supplier, you authorise us as your agent to communicate that offer to the partner supplier on your behalf. You will be bound by the terms of the supply contract and the partner supplier's standard terms and conditions presented to you.

No legally binding contract with the partner supplier is formed at the point you make your offer through the Tickd website. Your offer is a legal offer to the partner supplier, capable of acceptance by them as described below.

Your confirmation of offer may be made through such methods as the partner supplier makes available through the Tickd website, including:

- Electronic signature of the supply contract through a service such as DocuSign or equivalent
- Ticking a box and clicking a confirmation button on the Tickd website — such actions may be captured and stored by the Tickd website as evidence of your offer

We will then pass details of your offer to the partner supplier for consideration.

Withdrawing Your Offer

If you wish to withdraw your offer before it is accepted by the partner supplier, you must contact the partner supplier directly. We are not authorised to receive or handle withdrawal of offers on behalf of partner suppliers.

Acceptance of Your Offer

Your offer only becomes a legally binding supply contract when the partner supplier accepts it. It is for the partner supplier to decide when and how they communicate acceptance to you — for example, by electronic counter-signature or by direct email or written communication from the partner supplier.

Rejection of Your Offer

Partner suppliers have the right to refuse a supply contract offer. If a partner supplier rejects your offer, they will communicate this to you directly. In that case, you may start a new quotation journey if you wish to proceed with a different quote.

Legal Status of Supply Contracts

A supply contract is only formed when the partner supplier accepts your offer. The supply contract is between you and the partner supplier — Tickd is not a party to it. We act as agent of the partner supplier only for the purpose of communicating supply contract terms to you. We are not authorised to enter into any supply contract on behalf of any partner supplier.

C3. Your Tickd Account

Registration

When you register with the Tickd website, we will provide you with an online account with such features as we may determine from time to time.

Log-In Credentials

You will be required to set a username and strong password to access your account. You are responsible for keeping these secure. See Section D (Your Responsibilities) for further details.

Authorised Users

You agree that any individual accessing and using your account through your log-in credentials is fully authorised to request quotes and submit offers on your behalf. We reserve the right to request evidence of such authority.

Supply Contract Information

The Tickd website may integrate with partner supplier systems and provide the ability to view information relating to your supply contracts — including current and historical contracts, billing information, meter data and contract expiry dates — where such information is made available by the partner supplier.

By using this feature, you authorise the relevant partner supplier to grant Tickd access to their systems to retrieve data concerning you and your supply contracts. You may also need to provide this authorisation directly to the partner supplier.

Meter Readings and Submissions

Where available, your Tickd account may allow you to submit information (such as meter readings) to your partner supplier through an integration. You authorise us to submit such information to the partner supplier on your behalf.

Renewal Notifications

By having an account with us, you permit us to monitor the expiry dates of your supply contracts and to contact you with invitations to obtain renewal quotes through the Tickd website. These may be in addition to any renewal communications sent by the partner supplier directly.

Duration and Termination of Account

Your account begins when we confirm your registration. Either party may terminate your account by giving the other 30 days' written notice. We may also terminate or suspend access immediately and without notice if we have grounds to suspect misuse of the Tickd website. See our Privacy Policy at www.tickd.com.au/privacy for details of how we handle your information following account closure.

D. Your Responsibilities

D1. Account Security

You are responsible for selecting a strong and unique password for your Tickd account. You must not reuse a password used for any other service. You must keep your log-in credentials safe and must not share them with unauthorised persons. If you suspect your account has been compromised, you must notify us immediately at info@tickd.com.au.

D2. Authority

You must ensure that any individual obtaining quotes or accessing your account through the Tickd website on your behalf is fully authorised to do so, and that they have authority to make offers and enter into supply contracts on your behalf. You must be able to provide evidence of such authority on request.

D3. Accuracy of Information

It is your responsibility to ensure that all information you enter into the Tickd website — in particular during the quotation and offer journeys — is true, accurate, complete and not misleading. The accuracy of the quotes you receive depends on the accuracy of the information you provide.

You authorise us to:

- Supply your information to third-party verification services to validate the details you have provided
- Supply your information to the partner supplier whose quote you decide to proceed with

D4. Information Provided to You

Any information presented to you by the Tickd website that is obtained from our partner suppliers — including quotes, supply contract terms and data from their systems — is only

as good as the information we receive. You use and rely on this information at your own risk. We do not accept liability for the quality or accuracy of information received from partner suppliers, other than to present it as received.

It is your responsibility to carefully check all quotes and supply contract terms presented to you, and to verify that the quote is accurately reflected in the supply contract before proceeding.

D5. Performance of Supply Contracts

You are solely responsible for performing each supply contract you enter into with a partner supplier, including making all required payments. Any issues with your supply contract must be raised directly with the partner supplier. We do not provide customer service on behalf of partner suppliers, and communications from partner suppliers regarding your supply contract will come directly from them.

We do not guarantee, and are not responsible for, the performance of any supply contract by a partner supplier or the quality of the products and services supplied.

D6. Permitted Use and Confidentiality

You agree to use the Tickd website, quotes and supply contract terms only for the purpose of procuring energy and other business products and services for your own use and consumption. You must not use the Tickd website or information obtained through it for any of the following purposes:

- Data mining or harvesting of meter numbers, supply details or other data
- White-labelling or reselling our services or information
- Acting as a broker, agent or other intermediary
- Benchmarking or comparison activities conducted by or for an energy supplier

All quotes and supply contract terms provided through the Tickd website are confidential to the relevant partner suppliers. You agree to keep this information confidential and not to disclose it to any third party.

D7. Consent to Communications

You consent to Tickd communicating with you via any contact details you have provided (including email and SMS) for purposes including:

- Operating the Tickd website and your account
- Providing and administering our services
- Sending account alerts, notices and updates
- Requesting meter readings
- Notifying you of supply contract expiry and inviting you to obtain renewal quotes

For marketing communications, we will only contact you where you have opted in. You can opt out at any time by contacting us at info@tickd.com.au or by clicking unsubscribe in any marketing email.

D8. Website Integrity and Security

You agree not to do anything that affects or may affect the integrity, security or operation of the Tickd website. In particular, you must not:

- Access the Tickd website using a spider, web bot or other automated system
- Access the Tickd website on a large scale or mass basis
- Gather, extract, reproduce or republish any material from the Tickd website by any means, including screen scraping, data mining or trawling
- Use the Tickd website to commit or attempt to commit a criminal offence

D9. Intellectual Property

You acknowledge that the name 'Tickd', our logos and all content on the Tickd website are the intellectual property of Tickd Pty Ltd or its licensors. The only licence granted to you is to access and use our services for the purposes permitted by these terms. All other licences, whether express or implied, are excluded.

D10. Links to Third Parties

The Tickd website may contain links to partner supplier websites and other third-party websites. We are not responsible for the content of those websites and do not endorse them. You access those websites at your own risk.

D11. Co-operation

You agree to co-operate with us in connection with the provision of services to you and the operation of your Tickd account, including providing information and assistance reasonably required by us.

E. General Terms

E1. Our Service Obligations

When you have an account with us, we agree to provide our services as described in these terms, with reasonable care and skill.

The Tickd website may be unavailable during periods of scheduled downtime for maintenance, repair or upgrade. We will endeavour to minimise disruption where possible.

We are entitled to immediately block or terminate access to the Tickd website or any account, without notice, if we have grounds to suspect that access or use is contrary to these terms or applicable law.

E2. Compliance with Laws

Both you and Tickd agree to comply with all applicable Australian laws and regulations in connection with your use of the Tickd website and these terms.

In particular, both parties agree to:

- Comply with the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) and any applicable state and territory fair trading legislation
- Not engage in bribery or corruption, including in breach of the Criminal Code Act 1995 (Cth) or any applicable state or territory legislation
- Comply with applicable anti-money laundering laws, including the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)
- Comply with modern slavery obligations under the Modern Slavery Act 2018 (Cth) where applicable
- Comply with applicable privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles — see our Privacy Policy at www.tickd.com.au/privacy

E3. Australian Consumer Law

Nothing in these terms is intended to exclude, restrict or modify any right or remedy, or any guarantee, warranty or other term or condition that cannot be excluded, restricted or modified under the Australian Consumer Law (ACL) or other applicable legislation. To the extent that the ACL or other applicable law confers rights on you that cannot be excluded, those rights are not excluded by these terms.

Where the ACL or other applicable law permits us to limit our liability for a breach of a guarantee, our liability is limited (at our election) to:

- In the case of goods: replacement or repair of the goods, or payment of the cost of replacement or repair
- In the case of services: resupply of the services, or payment of the cost of resupply

E4. Limitations and Exclusions of Tickd's Liability

Subject to clause E3 (Australian Consumer Law) above, and to the extent permitted by law, the following limitations and exclusions apply to claims you may have against us under or in relation to these terms, the Tickd website or our services.

Limitation / Exclusion	Detail
Not excluded — Fraud	Nothing in these terms limits or excludes liability for fraud or fraudulent misrepresentation.
Not excluded — Personal injury	Nothing in these terms limits or excludes liability for personal injury or death caused by negligence.
Not excluded — ACL	Nothing in these terms limits or excludes any liability that cannot be excluded under the Australian Consumer Law or other applicable legislation.

Excluded — Consequential loss	To the extent permitted by law, Tickd is not liable for any indirect, consequential, incidental or special loss or damage, including loss of profit, loss of revenue, loss of contract, loss of opportunity, harm to reputation or loss of goodwill.
Excluded — Your breach	Tickd is not liable for any claim or loss resulting from your failure to comply with these terms, or from any inaccurate information you provided.
Excluded — Partner suppliers	Tickd is not liable for any claim or loss arising from a partner supplier's breach of, or failure to perform, a supply contract.
Excluded — Force majeure	Tickd is not liable for any failure to provide services or operate the Tickd website to the extent caused by events outside our reasonable control.
Limit — Per quote	Our liability for any claim arising from a quote or associated supply contract is limited to the lesser of: (a) \$1,500 AUD; or (b) the commission we received (or would have received) in respect of that quote or supply contract.
Limit — Aggregate	Subject to the per-quote limit, our total aggregate liability for all claims is limited to \$150,000 AUD.
Second aggregate limit	Our total aggregate liability including confidentiality claims is limited to \$750,000 AUD.
Third party indemnity	If you access the Tickd website on behalf of a third party, Tickd has no liability to that third party, and you agree to indemnify Tickd against any such third-party claims.

E5. Confidentiality

Each party agrees to keep confidential any information of the other that is disclosed in connection with these terms, the Tickd website or the services. This includes:

- In our case: information about the Tickd website, quotes, supply contract terms of partner suppliers, and our commission rates
- In your case: information you provide to us through the Tickd website, and information about your supply contracts obtained through our platform

Neither party will disclose confidential information of the other except:

- To affiliated companies, directors, employees and professional advisers who have a legitimate need to know it in connection with these terms
- To permitted assignees of the contract
- As required by applicable law, court order or regulatory requirement
- Where necessary to enforce the terms of the contract
- In Tickd's case: to third-party verification services (for validating your information), to platform software and hosting providers, and to the partner supplier to whom you make an offer

The following information is not treated as confidential: information already known to the recipient on a non-confidential basis; information in the public domain (other than through a breach of confidence); information lawfully received from a third party; or information independently created by the recipient.

Each party will take appropriate technical and organisational measures to protect the confidential information of the other from unauthorised access, use, loss or disclosure.

E6. Assignment

Neither party may assign, transfer or otherwise dispose of the benefit of the contract without the other's consent, except that either party may assign the benefit of the contract to a person acquiring all or substantially all of its business and assets.

E7. Relationship of the Parties

Tickd is not your agent except as expressly stated in the description of services in Section C. These terms do not create any legal partnership or joint venture between us. Tickd is not in any legal partnership with any partner supplier — the term 'partner' is used informally only.

E8. Third Party Rights

Only you and Tickd have rights and benefits under these terms. No third party has any right to enforce any term of this contract.

E9. Notices

Notices from you to us under these terms must be sent by email to info@tickd.com.au. Notices from us to you may be sent by email or post to the contact details listed in your Tickd account, or by a general notice in your account home page.

E10. Governing Law and Jurisdiction

These terms and any dispute or claim arising out of or in connection with them (whether contractual or non-contractual) are governed by the laws of the State of Victoria, Australia.

Each party submits to the non-exclusive jurisdiction of the courts of Victoria, and the federal courts of Australia sitting in Victoria, to resolve any dispute or claim arising under or in connection with these terms.

E11. Interpretation

In these terms:

- Headings are for convenience only and do not affect interpretation
- 'Person' includes an individual, company, trust, partnership or other legal entity
- The singular includes the plural and vice versa
- Words following 'including', 'such as' or 'for example' do not limit the meaning of the preceding words
- A reference to legislation includes that legislation as amended, extended or re-enacted from time to time

- 'Writing' or 'written' includes email and publication on the Tickd website
- 'Law' means any law in force from time to time in Australia

E12. General

Entire agreement

These terms constitute the entire agreement between you and us in relation to your use of the Tickd website and our services, and supersede all prior agreements, representations and understandings.

Severance

If any term is found to be invalid or unenforceable, it will be read down or severed to the minimum extent necessary, and the remaining terms will continue in full force.

Waiver

A failure or delay by either party to exercise any right or remedy does not constitute a waiver of that right or remedy.

Variation

No variation agreed by you will be effective unless confirmed in writing by us. We may update these terms at any time by publishing the updated version on the Tickd website, notifying you by email, or placing a notice in your account. Your continued use of the Tickd website after any such update constitutes your acceptance of the revised terms.

Implied terms

All terms implied by statute, common law, custom or practice are excluded to the fullest extent permitted by law, except for any terms implied by a court to give the contract business efficacy, and except as required by the Australian Consumer Law.

Contact Us

If you have any questions about these terms, please contact us at:

Email: info@tickd.com.au

Website: www.tickd.com.au

Post: Suite 41H, 190 Jells Road, Wheelers Hill VIC 3150

We will respond within 2 business days.

— *End of Tickd Customer Terms and Conditions* —

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