Irrigation Service Rebate 2026/27
Terms and Conditions

It is important that you read and understand the terms and conditions before engaging a garden irrigator to complete the service and apply for the Irrigation Service Rebate.

A rebate of $200 is available to eligible customers to engage a garden irrigator to:

- Explain automatic irrigation controller operation, check watering settings are correct and adjust as required.
- Fix a leak in an irrigation system.
- Improve an existing irrigation system for increased water efficiency (e.g. replacing or repairing faulty valves or solenoids).

Applications for the rebate will be open between 19 October 2026 and 31 May 2027 inclusive, or when the funding allocated to the program is exhausted – whatever occurs first (the "Rebate period").

By participating in this program and applying for a rebate, you are deemed to have read, understood, and accepted these terms and conditions. Aqwest reserves the right to amend these Terms and Conditions at any time.

To be eligible for the Irrigation Service Rebate:

1. You must be an Aqwest property owner i.e. own a property serviced by Aqwest.
2. You must purchase the service during the rebate period.
3. You must have an existing operational irrigation system that is connected to Aqwest scheme water supply. Gardens which are irrigated by bore, rainwater or other sources are not eligible.
4. You must apply for the rebate within 30 days of purchasing the eligible service.
5. You must not have claimed the rebate already.
6. You must use a garden irrigator that is participating in the program (listed on the Aqwest website).
7. When booking a garden irrigator to attend the property, you must inform them that you intend to claim the rebate. You must be at the property when the garden irrigator attends to complete the work, and to sign and receive a service checklist from the garden irrigator. The signed checklist is required to claim the rebate.
8. You must be at the property when the garden irrigator attends to receive important information regarding system settings and other water efficiency information.
9. The service checklist must be completed by you and the garden irrigator on the day the work is completed. You cannot request a garden irrigator to provide the checklist retrospectively.

Eligible irrigation services:

10. Eligible irrigation services to claim the rebate include:
    a. Identifying and repairing pipe leak(s) in irrigation pipe(s).
    b. Improve an existing irrigation system for increased water efficiency (e.g. replacing or repairing faulty valves or solenoids).
    c. All services must include checking the automatic controller setting and adjusting if required, to ensure optimal performance and adherence to the watering roster.
11. Services **NOT** eligible to claim the rebate include:
    a. Purchase of irrigation controllers.
    b. Purchase of new or replacement sprinkler heads.
    c. General landscaping.
    d. Purchase of new garden equipment (e.g. hoses, soil products, mulch, etc.).
    e. Purchase of plants or artificial turf.
    f. Services related to the supply, installation, maintenance or repair of a bore.

To claim the rebate:

12. The rebate can only be claimed by completing and submitting the application form found on Aqwest's website – www.aqwest.com.au and must include the following information:
    a. Paid tax invoice showing the purchase of an eligible product or service as outlined in clause 10.
    b. Service checklist completed and signed by you and the garden irrigator.
    c. An Aqwest bill to reference your account number.
13. Complete the application form within 30 days of purchasing your eligible service.
14. The rebate is non-transferable and can only be claimed during the rebate period.
15. Aqwest will determine eligibility by reviewing the information contained in the application. Aqwest may approve or deny any application at its discretion and all decisions are final.
16. If the rebate is approved by Aqwest, payment will be made by crediting the Aqwest account provided by the customer in the application.
17. Works undertaken in relation to the rebate may be audited by Aqwest.

You:

18. Acknowledge and agree that the relevant businesses that supplied the products or services are responsible for managing all aspects of customer service, including but not limited to scheduling, installations, warranty claims and complaints.

Aqwest is not responsible for:

19. Aqwest has listed garden irrigators participating in the program. This does not warrant or represent:
    a. That the garden irrigators are suitable for a particular property.
    b. Any matter regarding the performance or quality of a garden irrigator.
    c. That any information or advice provided by the garden irrigator is accurate or reliable. For the avoidance of doubt, you are responsible for independently assessing and verifying the accuracy, reliability and/or quality of the information and/or advice provided.
    d. The suitability, installation, maintenance, operation, performance, alteration or replacement of any products installed by the garden irrigator.
20. Aqwest is not an intermediary between you and the garden irrigator and does not specifically endorse the garden irrigators who are participating in the program.
21. You are engaging the garden irrigator directly to provide the services to you. Aqwest is not liable for any damages, claims or loss suffered as a result of the service or performance of the garden irrigator or any installed products.

Additional Terms and Conditions:

22. The products and services may come with guarantees that cannot be excluded under the Australian Consumer Law.
23. For avoidance of doubt, Aqwest is not the service provider of the services, or the manufacturer or supplier of the products, provided or installed by the garden irrigator.
24. To obtain your warranty please contact the relevant garden irrigator or product supplier directly.
25. You may be entitled to compensation for any reasonably foreseeable loss or damage from the garden irrigator or product supplier. Aqwest is not responsible for any associated costs, loss or damage incurred by participating in the Irrigation Service Rebate. If the service or products cause you any costs, loss or damage, you should contact the relevant garden irrigator or product supplier directly.