



DAMAGED PRODUCTS POLICY

PURPOSE

- 1.1 This Damaged Products Policy (the "Policy") sets forth the procedures and guidelines for handling claims related to damaged renewable energy products purchased from ABC Solar. The objective of this Policy is to ensure transparency, consistency, and fairness in the resolution of claims for damaged products.

SCOPE

- 2.1 This Policy applies to all customers who purchase renewable energy products, which includes but is not limited to, solar panels, batteries, and inverters (collectively referred to as the "Products") from ABC Solar, whether collected from ABC Solar's warehouse or delivered through a third-party transport provider.

CUSTOMER RESPONSIBILITY AT COLLECTION

Inspection of Products:

- 3.1 It is the customer's responsibility to inspect all Products for any visible damage upon receipt, either at the time of collection from ABC Solar's warehouse or upon delivery.
- 3.2 By signing the delivery or collection note, the customer acknowledges that all Products were received in good condition unless damages are reported in accordance with this Policy.

Transport by Customer:

- 3.3 In the event the customer arranges their own transport, the customer assumes full responsibility for ensuring the Products are properly secured during transit.
- 3.4 ABC Solar will not be held liable for any damage incurred during transport or handling by the customer or any third-party transporter.

REPORTING OF DAMAGES

Timeframe for Reporting:

- 4.1 Customers must report, in writing, any damages to ABC Solar within 24 hours from the date of receipt or collection of the Products.

Claim Submission:

- 4.2 Claims for damaged Products must be submitted in writing to ABC Solar and must include clear photographic evidence of the damage.
- 4.3 Claims that do not meet these criteria will not be accepted and/or processed.

Post-Reporting Period:

- 4.4 Claims reported after the 24 hour period will not be accepted, and ABC Solar will not be liable for any replacement of the Products.

EXCLUSION FROM WARRANTY CLAIMS

Transport-Related Damages:

- 5.1 Damages that occur during transport, whether the customer arranges the transport or uses a third-party provider, are **not** covered under warranty.

Customer Handling:

- 5.2 Damages resulting from improper and/or negligent handling or storage by the customer are also excluded from warranty coverage.

Replacement at Seller's Discretion:

- 5.3 Any replacement of Products due to the damages outlined above will be considered at the sole discretion of ABC Solar and **will not** be processed under warranty terms.

REPLACEMENT PROCESS

Eligibility for Replacement:

- 6.1 ABC Solar will only replace Products that have been reported damaged within the 24 hour reporting window, subject to verification and approval of the damage claim.
- 6.2 Customers must provide a valid tax invoice as proof of purchase when submitting a claim for replacement.

Details of Damaged Products:

- 6.3 The customer must specify the number and type of damaged Products requiring replacement.
- 6.4 ABC Solar will only replace the exact number of damaged Products as reported.

Shipping Costs:

- 6.5 The cost of delivery or collection for replacement Products will be borne by the customer and is not covered by ABC Solar.

GENERAL TERMS

Application of Policy:

- 7.1 This Policy applies to all renewable solar Products sold by ABC Solar.

Customer Agreement:

- 7.2 By purchasing Products from ABC Solar, the customer agrees to comply with and be bound by the terms of this Policy.

Amendments:

- 7.3 ABC Solar reserves the right to amend or update this Policy at any time, and the most recent version will be made available on the ABC Solar website.

This Policy is designed to help ensure that any damage-related claims are handled in an efficient and transparent manner, with clear expectations for both parties involved.