

## WARRANTY AND RETURNS POLICY

Thank you for choosing ABC Solar as your renewable energy partner. We are committed to providing high-quality products and excellent customer service. Please carefully review the following Warranty and Returns Policy to understand your rights and responsibilities when it comes to warranty claims and product returns.

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### LIMITED WARRANTY

- 1.1 All products sold by ABC Solar are covered by a limited warranty as detailed in the product-specific warranty documentation. For full product-specific warranty details and warranty exclusions, please refer to the "Warranties" section on our website.
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### MAKING A WARRANTY CLAIM

- 2.1 To initiate a warranty claim, the Buyer must contact ABC Solar's warranty claim Customer Service at **techsupp@abcsolar.co.za**, addressed to Theo, and copy the sales representative who originally facilitated the purchase.
  - 2.2 The Buyer must provide the following details to initiate a warranty claim:
    - 2.2.1 Proof of purchase;
    - 2.2.2 A detailed description of the issue;
    - 2.2.3 A completed fault report outlining the issue or defect;
    - 2.2.4 The correct serial number of the faulty unit; and
    - 2.2.5 Any additional supporting documentation that may be relevant.
  - 2.3 The warranty claim should be initiated (reported to ABC Solar, as set out in Clause 2 above) within 7 (seven) days from the date the defect or issue is discovered.
  - 2.4 The Buyer must not remove, uninstall, or decommission the faulty unit until the warranty claim and replacement unit are confirmed by ABC Solar. ABC Solar, on behalf of the original equipment manufacturer (OEM), reserves the right to inspect the product and determine the validity of the warranty claim.
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### RETURNS AND REFUNDS

#### Returns for Defective Products:



3.1 If the Buyer receives a defective product, they must follow the warranty claim process as outlined in Section 2 above.

3.2 ABC Solar will not cover the cost of return shipping for defective products.

**Refunds/Credits:**

3.3 ABC Solar does not offer refunds for defective products as all units are covered under a replacement warranty.

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## CONTACT INFORMATION

For any warranty claims, returns, or general inquiries, please contact ABC Solar (Pty) Ltd:

- **Email:** techsupp@abcsolar.co.za
- **Phone:** 010 541 2699

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## POLICY CHANGES

This Warranty and Return Policy is subject to change without notice. For the most up-to-date information, please check our website or contact our offices.

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We thank you for choosing ABC Solar, and we appreciate your business!