

Quality Assurance and Warranty terms

ABC Solar Pty Ltd. (hereinafter referred to as ABC) provides customers with Portable Storage Kits which meet the user requirements. To achieve this goal, ABC provides a series of warranty terms, which can enable customers to fully understand quality assurance, and use ABC products in terms of quality conditions to achieve the expected life cycles. The following is a series of articles on the company's standard warranty.

1. Product Quality Guarantee Commitment: We undertake to provide the following quality assurance and undertake the corresponding responsibilities:

- (1) We ensure that the products provided are brand new, unused, and meet the required standards.
- (2) Our products comply with all applicable laws, regulations, and industry requirements of the respective country or region.
- (3) The products we provide are designed to meet specified usage requirements, as well as specified quality, specifications, performance, and technical standards.
- (4) We only utilize high-quality materials, equipment, parts, and instruments that meet design requirements.

2. Warranty period, scope, warranty conditions:

- (1) Our products are covered by a 2-year warranty period from the date of delivery.
- (2) The warranty covers PCBA boards, batteries, wiring harnesses, display screens, and any other quality issues. During the warranty period, non-human-induced faults, such as button failures, screen malfunctions, charging and discharging problems, and booting issues, are all covered by the warranty.
- (3) Warranty exceptions: appearance problems such as scratching and damage in the normal use of the product do not belong to the scope of the product warranty. Problems caused by improper human use, maintenance and storage do not belong to the product warranty scope of the product, such as water intake, collision, etc.
- (4) After the warranty period, customers can contact the dealer or our company for consultation about the feasibility of maintenance. Our company is responsible for the repair, and only charges the materials and labor costs.

3. Handling of After-Sales Quality Problems:

- (1) For the problems within the scope of the product warranty, the dealers approved by our company will provide a free warranty service. Our company provides free repair parts to dealers and agrees on a specific after-sales plan with dealers.
- (2) For accessories and maintenance outside the warranty scope, our company offers consultation and paid services.

Contact Us**ABC Solar Pty Ltd.**

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Thank you for your trust and support for our company.

We are committed to delivering excellent customer service and ensuring the highest product quality. Should you encounter any issues, please don't hesitate to reach out to us or your authorized dealer for assistance.