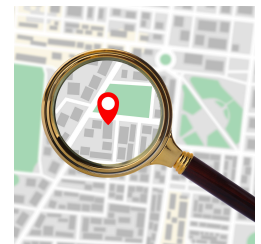
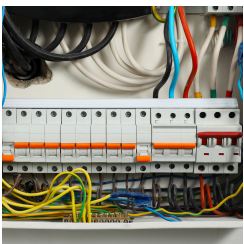


TERMS & CONDITIONS

INSTALLATION REQUIREMENTS

<p>1) Pictures of your DB board</p>	<p>2) Pictures of installation location</p>	<p>3) Pictures of the roof (Applies to solar package only)</p>	<p>4) List of essential loads to be connected</p>	<p>5) Installation address</p>
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INSTALLATION T&C's

- Installation is included provided that the installation location is within a 70km radius from YNR SOLAR (PTY) LTD Johannesburg.
- All evaluations will be conducted using the information and pictures provided by the client.
- Evaluations that are considered incomplete or unclear by our technical team will render an additional charge of R1500 for a call-out which is refundable.
- Distribution boards which are determined to be non-compliant may incur additional charges for wiring etc.
- The installation location is required to be indoors only.
- A COC will be issued on the installation only.
- Any additional items purchased which are not part of the promoted solar/backup systems may incur additional installation charges if deemed necessary.
- The location of the Installation is required to be 20m or less from the DB board.
- The installation process will only include essential load connections.
- All Installations conducted by YNR SOLAR (PTY) LTD will hold a 1 year workmanship warranty provided that all warranty procedures are withheld by the client.

WARRANTY POLICY



The warranty does not cover damage resulting from:

- Power surge
- Under-voltage
- Over-voltage
- Lightning
- Corrosion
- Sea spray
- Condensation
- Water damage
- Dust or any solid particles
- Sand
- Insects
- Lizards
- Excessive heat exposure
- Weather damage
- Negligence by the homeowner
- Inadequate protection device rating
- Tampering (broken seal)
- Dirty filters
- Exceeding the maximum power rating, current or voltage for the input solar circuit, DC battery input, AC input and AC output.

The warranty will be void if the unit is:

- Not installed as per manufacturers specifications.
- Not installed with a minimal 40kA surge protection unit for both live and neutral wires from the AC incoming supply.
- Not installed with a minimal 40kA surge protection unit for both positive and negative wires from the AC incoming supply.

- Not protected by the calculated and required 2 pole breakers for the input and output of the inverter.
 - Not installed with a changeover switch.
 - The battery input must be protected by a rated fuse for both the negative and positive connections, within the calculated PSCC ratings.
 - Tampered with (attempted to open the unit).
 - Visible damage to the unit.
-

CANCELLATION POLICY



If cancellation is required after payment has been made then an email to the specified sales team will be required by the consumer which should entail:

- Reason for cancellation.
 - Consumer banking details.
 - A cancellation time frame of 48 hours will fall into place once an order has been placed.
 - If the order is cancelled after the 48 hour time frame a 5% penalty will be incurred for the processing of the specified order.
 - If the order is cancelled within the given time period then no penalty will be incurred.
-

DELIVERY POLICY



All orders are shipped at the instruction of the customer & as a result the customer will be liable for the items once it has left the premises of Y N R SOLAR (PTY) LTD.

- All orders are shipped by Y N R SOLAR (PTY) LTD without any insurance.
- An order will be considered completed by Y N R SOLAR (PTY) LTD once it has been collected by the customer &/or the shipping company.
- Y N R SOLAR (PTY) LTD will not be held liable for any damages or losses that may be incurred during transit via theft, looting, hijacking, fire, mishandling, negligence, acts of God, or any other cause that is out of our control [force majeure].
- Additional packaging costs may be incurred by the customer when requesting Y N R SOLAR (PTY) LTD to ship solar panels. Goods that are fragile need packaging which will incur an additional fee.
- Goods will be delivered within 2-7 working days.
- Y N R SOLAR (PTY) LTD do not ship internationally.
- Y N R SOLAR (PTY) LTD only ship our goods nationally (within South Africa).
- The customer should provide their full shipping address and contact details for the courier company.
- The customer should avail themselves within the 2-7 working days to receive the goods.
- The customer may organize their own courier, provided Y N R SOLAR (PTY) LTD are notified beforehand.

RETURN & REFUND POLICY



WE HAVE A RETURN, REFUND AND EXCHANGE POLICY UNDER STRICT REGULATIONS.

- If a product is returned then a thorough inspection will be carried out by the sales and technical department, if there are clear signs of the goods being tampered, warranty will be void.
- Products such as our inverters will be refunded or replaced provided that the product was not removed from the box.
- The warranty seals for specific products will be checked, if a warranty seal has been removed then all policies will be void.
- No OBF policy will be tolerated if a product has been open and used or installed. Management will look at special situations for replacements.
- Upon return serial numbers of the box and inverter must match with our specific product numbers in order to deduce where the product has been sold.
- If the item is requested for an exchange then if deemed fit we will provide the options.

- Upon accepted return from Y N R SOLAR (PTY) LTD we will pass a credit or refund.
- Upon return the consumer is liable to use his/her own courier service if courier is requested from us then a shipping fee will be issued.
- Damaged goods should be notified to Y N R SOLAR (PTY) LTD once the customer receives his/her goods, if we are not notified within 7 working days after the purchase then the goods will fall under warranty .

STRICTLY NO REFUNDS OR EXCHANGES ON ANY PRODUCTS THAT HAVE BEEN INSTALLED, SCRATCHED OR DAMAGED IN ANY WAY.

WARRANTY RETURNS REQUIRE A MINIMUM OF 7 – 30 WORKING DAYS TO BE ASSESSED OR REPAIRED.

Contact Us

For further information, please reach out to us.

SOLARWAY SUPPLIERS

Address: 162 Barry Hertzog Ave, Greenside, Randburg, 2193

Phone: 010-007-0903

Website: www.solarwaysuppliers.co.za

Client Name_____

Client Signature_____