

## **RETURNS PROCESS**

### ***When to return goods to Sonop Solar?***

Goods may be returned to Sonop Solar if they are faulty on arrival or if the following conditions are met:

- Items may not be returned more than 7 days after their original delivery by Sonop Solar,
- Items must be unused.
- Items must be complete and packed in their original packaging,
- Items must be accompanied by a copy of the invoice.
- The original packaging must as far as possible, be damage free,
- All original packing materials, must be included in the original packaging,
- Sonop Solar reserves the right to impose a handling fee or refuse a credit on goods returned that do not comply with these conditions.

### ***How do I return a product purchased from Sonop Solar?***

If you wish to return a product Sonop Solar will provide assistance at normal service fee to clients in returning a product to the manufacturer. In order for us to assist in this process we strongly advise you to keep the following information on hand:

- Proof of purchase (Tax Invoice)
- Serial number of product
- Details of the professional installer:
  - Name & Contact details
  - Is he/she qualified
  - When did installation take place?
  - When did product failure start?
- Product must be in original packaging, manuals included
- Client is held responsible for transport costs when returning a product.

## **Customer Service:**

Contact Sonop Solar: +27(0) 22 001 0049

## **Maintenance**

A set Call out fee will be charged, plus transport and labour cost for any maintenance, check-ups or upgrades.

Please take note that Sonop Solar cannot be held liable for product failure that is not supplied or installed by us. Sonop Solar cannot be held liable for failure of a product that is warranted by a Brand and not Sonop Solar. It is the owner's responsibility to keep all documents to ensure warranty for the manufacturer of the brand product used. It is the client/owner's responsibility to ensure the product and or system is maintained to ensure the warranty to be valid.

It is the responsibility of the owner to do the necessary maintenance and care of the equipment. It is also the responsibility of the owner to keep all serial numbers of equipment for warranty purposes. Sonop Solar does not carry the warranties of the installed products directly, but will assist the owner to make contact with the product supplier should it be necessary to claim against the relevant warranty.