

TERMS AND CONDITIONS OF SALES

All sales are subject the following terms and conditions:

1. All prices quoted are valid for 7 days and may be subject to change.
2. Goods supplied remain the property of Sonop Solar until paid for in full.
3. Sonop Solar are not responsible for losses or damages incurred by 3rd parties i.e. transport companies, couriers, or installation done by a 3rd party.

DISCLAIMER

Sonop Solar and its agents take no responsibility for any harm or damaged caused as a result of the improper use of any of the products marketed by Sonop Solar. Sonop Solar and its agents further take no responsibility for any harm or damage resulting from the failure to maintain the equipment.

THE WARRANTY ON PRODUCTS PURCHASED FROM SONOP SOLAR

As we sell branded products Sonop Solar does not give warranty and guarantee on products but the manufacturer directly, should you wish to return a solar product, Sonop Solar will assist the customer in returning the product to the manufacturer.

What warranty is offered on workmanship?

We offer a 1 (One) year workmanship warranty on installations done by Sonop Solar. Normal charges will apply if repairs is to be made on the system after the warranty has expired.

What is covered by the warranty?

All failures or faults of the solar product are covered by the warranty except if the failure is the result from manufacturer and/or the failure to maintain or correctly install the equipment.

When will a warranty be invalid?

A warranty shall be deemed invalid, without limiting the generality thereof, if the fault or failure is as a result of the following:

1. The improper use of the product
2. The use of incorrect voltages or faults in system wiring
3. Failure to use the appliance in accordance with the operating instructions
4. Should any person other than a Sonop Solar technician or approved Sonop Solar service agent effect any repairs what so ever upon the product
5. Or, as a result of any other cause what so ever
6. When client or technician fails to present a COC certificate with conclusion of AC installation.

The decision as to whether the fault or failure is as a result of the above shall be at Sonop Solar's sole discretion.

How do I arrange for a repair of a solar product under warranty?

SOLAR PRODUCTS

Solar products require professional installation and removal. In the event of a failure Sonop Solar will send a technician or accredited repair agent to the customer's premises to carry out the repair, charging the normal call out fee and labour charges.

The customers shall contact the Sonop Solar service in order to arrange for a technician to be sent. The customer shall, prior to a technician being dispatched, fax or email, to Sonop Solar, a copy of the invoice on which the item was sold to the customer reflecting the number by which the serial number can be traced.

Although Sonop Solar will take the greatest care to ensure all repairs are completed within 48 hours of approval, Sonop Solar cannot be held responsible for delays due to factors including but not limited to availability of parts, availability of technicians or other factors lying outside Sonop Solar's control. Further, Sonop Solar cannot be held liable for any loss of income or other harm suffered as a result of delay in repairing equipment. Sonop Solar will charge the normal service and transportation fee as prescribed in service and repair quote.