

SOLAR POWER TECHNOLOGIES (Pty) Ltd Refunds, Warranties & Returns Policy

Solar Power Technology Returns and Refunds

Solar Power Technologies also referred to as Solar Power Tech also referred to as SPT has an independent returns policy for goods that you wish to return for a refund or an exchange.

Our policy lasts 7 days from the day you have received your purchase and allows you to get either a refund or exchange and is subject to the requirements below.

- If 7 days have gone by since the date you have received your purchase, you are not eligible for a refund or exchange
- To be eligible for a return, your purchase must be unused and in the same condition and original packaging that you received it.
- The purchase is not a sale item. This policy applies to only non-sale items

In the instance where the return is not the fault of SPT (e.g. due to incorrect supply of goods, missing components etc.) but rather based on the decision by the buyer; courier/delivery/transportation costs will be taken on by the customer and not SPT.

Note: Return shipping and subsequent delivery shipping is for the customers cost unless agreed otherwise with SPT.

You will be responsible for paying for your own shipping costs for returning your item. In the instance of an exchange, you will be responsible for the shipping costs of the new item to you.

Shipping costs paid by SPT are non-refundable. If you receive a refund, the cost of return shipping will also be deducted from your refund.

Non-returnable items include:

- Batteries
- Gift cards
- Items sold on special or promotion

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund/exchange.

If you require a refund, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days.

Warranties

Warranties are dependent on the product purchased as all products have different Warranty specifications.

Please note that for any warranty on any product purchased from SPT and already installed, to be valid, the products purchased must be installed by a qualified electrical wireman or Master electrician with a valid registration with the Department of Labour

SPT may require the following when a warranty claim is made and a claim may be rejected if these are not provided, failure of which will null the warranty:

- A valid electrical certificate of compliance (COC)
- SANS 10142 compliance

All warranties on products supplied by SPT do not cover damage resulting from:

- Dust or any solid particles
- Lightning
- Corrosion
- Weather damage
- Sea spray
- Condensation
- Power surge
- Incorrect installation
- Inadequate protection device rating
- Water damage
- Sand
- Insects
- Lizards
- Under-voltage
- Over-voltage
- Excessive heat exposure
- Negligence by the installer or homeowner
- 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

Should you wish to return an item for exchange or refund:-

- First please notify us by e-mail: info@solarpowertech.co.za
- We require the original receipt as proof of purchase.
- Please do not send your purchase back to the manufacturer.
- You will be notified via mail regarding the address to which the product needs to be delivered to.