



### **Delivery Policy:**

- Customers are responsible for items once they leave GREEN WATT ENERGY SOLUTIONS (PTY) LTD premises or once delivered by GREEN WATT ENERGY SOLUTIONS (PTY) LTD.
- Orders are shipped without insurance.
- Completed orders are when items are collected by the customer or the shipping company.
- GREEN WATT ENERGY SOLUTIONS (PTY) LTD is not liable for damages or losses during transit, irrespective if courier is made by GREEN WATT ENERGY SOLUTIONS (PTY) LTD or the client.
- Additional packaging fees may apply for fragile items like solar modules.
- Delivery within South Africa takes 2-7 working days.

### **Warranty Policy:**

- Inverters and batteries must be installed by qualified professionals following specific guidelines.
- Warranty excludes various factors such as power surge, negligence, and improper installation.
- Warranty is void if installation doesn't meet manufacturer specifications.
- Any goods supplied by the company shall be subject to the manufacturing company's warranty;
- The only entitlement you shall have in respect of those goods shall be to require GREEN WATT ENERGY SOLUTIONS (PTY) LTD to apply such warranty against the manufacturer of those goods on your behalf.
- All goods and items are to be returned at the client's expense.

### **Cancellation, Return & Refund Policy:**

- A 10% penalty applies for cancellations after 48 hours, based on assessment of unused sealed products.
- Thorough inspection is conducted upon product return.
- Warranty seals must be intact for returns.
- No refunds or exchanges for installed, scratched, or damaged products.

### **Privacy Policy:**

- Personal information is collected and protected.
- Information may be shared with third parties under specific circumstances.
- Cookies are used for website functionality and tracking.

### **Changes to Terms and Conditions:**

- GREEN WATT ENERGY SOLUTIONS (PTY) LTD reserves the right to change terms and conditions, and users are responsible for reviewing updates.

### **Electronic Communications:**

- By visiting the website or sending emails, users consent to receiving electronic communications.