

WARRANTY AND RETURNS POLICY



Warranty and Returns Policy

1. Overview

This Warranty and Returns Policy outlines the terms and conditions for warranty claims and the return of products purchased from Solar8 (Pty) Ltd ("Solar8"). By purchasing from Solar8, the Buyer agrees to the terms of this policy.

2. Manufacturer Warranties

2.1. All products sold by Solar8 are covered by the manufacturer's warranty.

2.2. Warranty durations and conditions are determined by the manufacturer and may vary by product.

2.3. The Buyer is responsible for contacting the manufacturer directly to initiate warranty claims. Solar8 may assist in facilitating contact with the manufacturer if required but does not process warranty claims on behalf of customers.

2.4. Proof of purchase and proof of installation by a qualified electrician must be provided to validate warranty claims.

3. Warranty Exclusions

3.1. The following are not covered under the manufacturer's warranty:

Damage caused by improper installation, use, or maintenance.

Modifications or unauthorised repairs to the product.

Damage resulting from natural disasters, power surges, or external environmental factors.

Normal wear and tear.

3.2. The Buyer must adhere to the manufacturer's instructions and guidelines to ensure warranty validity.

4. Returns

4.1. Products may only be returned if they are unused, in their original packaging, and in a resalable condition.

4.2. Returns must be initiated within 7 days of delivery.

4.3. The Buyer is responsible for all return shipping costs unless the return is due to an error on the part of Solar8 (e.g., incorrect item supplied).

4.4. The following items are not eligible for return:

Custom or made-to-order products.

Products with tampered or missing packaging.

Any product not in its original condition.

5. Refunds

5.1. Refunds will only be issued after the returned product has been received and inspected by Solar8.

5.2. If the return is approved, the refund will be processed to the original payment method within 14 business days.

5.3. A restocking fee of up to 15% of the product's value may be applied for eligible returns unless the return is due to an error by Solar8.

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6. Faulty or Damaged Products

6.1. The Buyer must inspect all products upon delivery and report any damage or defects within 48 hours.

6.2. For products that arrive damaged or faulty, Solar8 will arrange for a replacement or repair as per the manufacturer's guidelines.

6.3. Damage or faults reported after the 48-hour period will not be eligible for returns or replacements under this policy.

7. Limitation of Liability

7.1. Solar8 is not liable for any consequential or incidental damages resulting from product faults, delays in warranty processing, or improper installation.

7.2. Responsibility for the product's performance and safety lies with the qualified electrician performing the installation.

8. Governing Law

This Warranty and Returns Policy is governed by the laws of South Africa. Any disputes arising under this policy shall be subject to the exclusive jurisdiction of South African courts.

9. Contact Us

For questions regarding warranties or returns, please contact Solar8 customer service through the contact information provided on the Solar8 website.

This policy ensures clarity on warranty and returns processes while aligning with Solar8's operational practices. Let me know if further details are needed!