



EXTRACT FROM OUR Ts & Cs.

5. Damaged or Faulty Return

In the unlikely event that your item arrives damaged or faulty, you have 7 working days to notify PROTON SOLAR DISTRIBUTORS (Pty) Ltd. Please send an email to prod@protonsolardistributors.co.za (after which one of our representatives will contact you), or directly call our customer care team on 012 534 3649.

You may be required to fill in a returns form and to send us images of the damaged product(s) for further assessment. Once assessed and approved by our team, you will be contacted to proceed with the returns process. PROTON SOLAR DISTRIBUTORS (Pty) Ltd. will arrange a repair, replacement (if available) or give you a store credit for the full sale price. Please do not attempt to return the items before speaking to one of our specialists (you may be responsible for any associate expenses if you do so).

Please note that the following will void any warranty claims:

- **Negligence** – where the client or the installation electrician did not install the product as per standard installation procedures.
- **Misuse** – where the product was not used for its intended purpose or used outside of the scope of listed technical specifications.
- **Visible damage** – where the products are damaged after they have been received and PROTON SOLAR DISTRIBUTORS (Pty) Ltd was not notified thereof within 7 working days of receipt of products.
- **Modifications** – where the product was amended, adjusted or tampered with in such a way that it is deemed as modified from the condition that it was originally supplied to you.

We will not refund or replace a product that the customer has bought and received where, in our reasonable opinion, the product has: become of unacceptable quality due to fair wear and tear; misuse; failure to use in accordance with manufacturer's instructions; using it in an abnormal way; or failure to take reasonable care.

6. Warranty Claims

Our goods come with warranties that cannot be excluded under the Consumer Protection Act. You are entitled to a repair, replacement (if available) or a refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The Consumer Protection Act is relevant with certain statutory conditions and warranties in our consumer contracts, which cannot be excluded, restricted or modified. These are in addition to any voluntary warranties offered by the manufacturer or supplier. Where there is a breach of such a warranty relating to goods or services, and the breach is in terms of the Consumer Protection Act, a "major" failure, the remedy will be limited to a refund, a replacement or repair of your preference. In all other cases, a breach of such warranty will give rise to a refund, replacement or repair at our preference.

PROTON SOLAR DISTRIBUTORS works closely with suppliers to ensure all products have appropriate warranties. PROTON SOLAR DISTRIBUTORS (Pty) Ltd products have respective warranties from date of receipt of invoice. They are as follows:

- Hybrid Inverters- 1 year factory warranty
- Lithium-Ion Batteries- 3 year factory warranty
- Gel Batteries- 6 month factory warranty
- Lead-acid Batteries- 6 month factory warranty

This warranty will cover you against faulty workmanship and/or material or where else stipulated.

Please email prod@protonsolardistributors.co.za or call our Customer Care Team on 012 534 3649 to submit a warranty claim. You may be required to send us images of the damage to aid in our assessments. We will then finalize your warranty claim. Please do not attempt to return an item before speaking to one of our specialists (you may be responsible for any associated expenses).

In the case of a valid warranty claim, PROTON SOLAR DISTRIBUTORS (Pty) Ltd will strive to repair the product. If that is not possible, the product will be replaced (if available). Should PROTON SOLAR DISTRIBUTORS (Pty) Ltd be unable to repair or replace the product, a credit/refund will be passed on to you for the value of the product on date of invoice.

We provide the following express warranties subject to the following Terms and Conditions:

- We will refund, give store credit or replace the product as the case may be in the circumstances and to the extent required under the Law if the product you receive does not match the sample or description, is substantially unfit for its disclosed purpose or is not of acceptable quality (as defined in the Law), is unsafe, or if the alleged issue with the product is such that a reasonable consumer aware of the issue would not have acquired the product
- Where a refund, a store credit or replacement is to be provided under the terms of this warranty, we may to the extent permitted under the Law, require the return of the product to us before refunding or replacing it. We will pay for, or reimburse you for, any delivery costs to return the original product to us
- Replacement products are subject to the same warranties as the original
- You must retain your proof of purchase for any manufacturer warranty claims
- Refunds will be issued by direct deposit (EFT), store credit in the form of a voucher code at our discretion.

Proton Solar has to request a refund via Payfast if the money is still in the PROTON SOLAR DISTRIBUTORS Payfast Account. Proton Solar will send a credit memo to the customer online, but the refund will happen offline. If the money is already in the Proton Solar bank account Proton Solar will do a direct EFT to the customer Account. If you prefer a store credit, we can issue a store credit with the credit value – this will be in the form of a voucher or coupon code.

In order to obtain these remedies:

- You must notify us within 7 working days from date of invoice. In this context, a 'reasonable time' is from the time of supply until a time that it would be reasonable to expect the relevant failure to become apparent, considering the nature of goods. In most cases, this will be 7 to 14 days, but in some circumstances may be longer. Please contact us at prod@protonsolardistributors.co.za or call our customer care team on 012 534 3649.
- Except if and to the extent the Law requires otherwise, replacement of products or refund and reimbursement of courier costs will not be made until the original product is received by us and your claim verified.

We aim to process refunds and replacements within 15 days of receipt by us of the original product. We will not refund or replace a product where in our reasonable opinion the product has - following the sale to you:

- Negligence – where the client or the installation electrician did not install the product as per standard installation procedures.
- Misuse – where the product was not used for its intended purpose or used outside of the scope of listed technical specifications.
- Visible damage – where the products are damaged after they have been received and PROTON SOLAR DISTRIBUTORS (Pty) Ltd was not notified thereof within 7 working days of receipt of products.
- Modifications – where the product was amended, adjusted or tampered with in such a way that it is deemed as modified from the condition that it was originally supplied to you.
- We will not refund or replace a product that the customer has bought and received where, in our reasonable opinion, the product has: become of unacceptable quality due to fair wear and tear; misuse; failure to use in accordance with manufacturer's instructions; using it in an abnormal way; or failure to take reasonable care.

Where any law implies a warranty into this agreement, which may not be lawfully excluded, to the extent allowed by law, our liability for breach of the warranty will at our option be limited to:

- The replacement of the goods or the supply of equivalent goods
- The repair of the goods
- Refund of the value of the goods as per original invoice

In case of return rejection, you will cover return courier costs.

PLEASE VIEW OUR FULL TERMS AND CONDITIONS ON OUR WEBSITE: www.protonsolardistributors.co.za