



Warranty against Defects for Solar Systems

In this warranty:

We, us or **our** means Maximum Energy Solutions Pty Ltd ABN 43 607 104 236;

You, your or **Customer** means the purchaser of the goods (end user);

Goods refers to the solar system (including all of its components) purchased by you from us;

Defect in relation to goods, means a material failure of the goods to substantially comply with its Specifications;

Specifications means the specifications for the goods as supplied to you by us.

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods replaced if the goods fail to be of an acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

The costs associated with a claim made under this warranty are the responsibility of the purchaser.

Retailer's warranty

If we sell you products and services, Maximum Energy provides a standard retailer's warranty of five years (from the date of installation) on the operation and performance of the whole PV system including workmanship and products, in accordance with the terms of this warranty policy and your agreement with us.

This retailer's warranty applies to all products and services that we supply you, even if they are not branded by Maximum Energy.

We provide the following warranty against defects:

- (a) The goods will be free from defects for a period of 5 years (from the date of their deliver, supply or installation) (unless otherwise stated)
- (b) Should the goods suffer a defect during the first 5 years from the date of their delivery, supply or installation, we will provide a replacement.
- (c) If the goods are no longer available or have been replaced by a newer model, the closest possible alternative will be supplied.
- (d) To claim this warranty you will need to return the faulty goods, together with proof of original purchase.
- (e) Please note that the warranty may not cover removal or re-installation costs of the goods. This will be determined on a case by case basis.

How to make a claim

- (a) If you wish to make a claim under the retailer's warranty, you must notify us in writing at warranty@maximumenergy.com.au or by mail to 174 Wright St, Adelaide, SA 5000.
- (a) You must complete the warranty claim form (available at www.maximumenergy.com.au or by requesting via email to warranty@maximumenergy.com.au) and provide us with:
- a. original proof of purchase (to our satisfaction); and
 - b. a certificate of installation or other document for proof of installation by an authorised electrician.
- We recommend that you keep all such documentation. If you do not provide us with all information required, we may not be able to process your warranty claim.
- (b) Upon receipt of your warranty claim, we will contact you about the issue and provide you with details of how to return the goods to us for inspection (if requested, we will pay your reasonable expenses of delivering the goods to us if a defect is found to exist and that defect is covered by this warranty). In some cases, we may arrange to inspect the goods at the premises they are installed (this is at our sole discretion). We may also accept photographic evidence in the first instance, although the goods will need to be physically inspected to determine whether a defect exists.
- (c) Once you have provided us with the goods, we will inspect the goods to determine whether a defect exists and how that defect was caused.
- (d) We will notify you of our decision within [7 business days following the inspection.
- (e) If accepted as a valid warranty claim within the terms described in this document and your agreement, we will provide a replacement product free of charge. We will also pay your reasonable expenses of delivering the goods to us for inspection, if requested.
- (f) If your claim is rejected, you will be provided will a full explanation, and if requested, the goods will be returned at your expense. Please note that delivery costs will not be paid by us if the claim is rejected.
- (g) All replaced or substituted goods continue to receive the warranty benefit for the remaining time on the original warranty period.

What is not covered by these warranties?

- (a) The retailer's warranty does not apply and is void if the defect was caused due to damage, malfunction or failure arising from any of the following circumstances:
- a. The goods are not installed by a licensed electrician; or
 - b. The goods are not installed according to the instructions provided with the goods (This includes but is not limited to: incorrect voltage, improper wiring);
 - c. The goods have been subjected to modifications, tampering or unauthorised repairs;
 - d. The goods are used in a manner which is not consistent with their intended purpose;
 - e. The goods are misused;
 - f. The use of defective or incompatible accessories;
 - g. The goods are subject neglect or mistake by someone other than us;
 - h. An act of God or other natural disaster;
 - i. The goods have been damaged by power spikes and/or surges;

- j. The goods have been exposed to adverse external/internal conditions (such as temperatures outside their specified operating temperatures, corrosion etc.);
- k. The goods have been affected by insect or vermin infestation, or other foreign object;
- l. Flickering resulting from input voltage, frequency, cable connections, dimmers, sensors or any other accessory/component outside of the Maximum Energy product range; or
- m. The goods are damaged caused by wear and tear.

We assume no liability for improper use, and we will not be responsible for incidental or consequential damage due to improper use of the goods.

Subject to any rights that you may have under the Australian Consumer Law, this warranty and the terms of your agreement with us in relation to the goods constitute the entire guarantee by Maximum Energy.

www.maximumenergy.com.au | warranty@maximumenergy.com.au

SA (HEAD OFFICE) | T 1300 884 281 | F (03) 9596 9730 | A 2174-176 Wright Street, Adelaide 5000



WARRANTY CLAIM FORM – SOLAR PANELS

A. CUSTOMER INFORMATION

Company Name: _____

Contact Person: _____ Title/Position: _____

Address : _____

City, State : _____ Postal Code: _____

The minimum requirements for a consumer to be eligible for Warranty coverage are:

D To be the Original purchaser of the solar panels.

D To present the Customer's Bill of Sale for the original purchase of the qualifying solar panels which clearly has part number and other customer information (a copy will need to be submitted with warranty claim documentation).

Note: Customer must retain original Bill of Sale as documentation for future warranty needs

Customer's Signature: _____ Print Name: _____

Date (MM/DD/YY) : _____ Customer's Telephone (____) _____

B. PRODUCT INFORMATION

Original Part Number	Original Date of Purchase	Brand/Manufacturer	Model/Type	Quantity	Description of defective issue

INSTRUCTIONS TO INSPECTOR

You will need to complete all sections of this form to ensure credit/replacement.

- Copy of **Customer's Bill of Sale** for original purchase
- Part(s) numbered
- Picture of good(s) must be provided Date of

Inspection: _____

Authorised for replacement: YES/NO*

If No, reasons for declining: _____

Signature : _____

Print Name: _____

Warranty Claim SOP (Standard Operating Procedure)

Process:	Warranty Claim Process
Objective:	To obtain customer's satisfaction on post-sales service

No.	Procedure	√
1.	All complaints need to be in writing. Warranty Claim Form can be requested via email to warranty@maximumenergy.com.au	
2.	Warranty Claim Form needs to be fully completed and submitted to warranty@maximumenergy.com.au along with the photo of the broken goods.	
3.	Please allow 7 business days for internal processing. During this time, we will contact you and arrange a time for inspection or provide you with details of how to return the goods to us.	
4.	A written notification will be send via email as a response to the claim application status. In case of denied application, an explanation will be provided. If the claim is rejected, the goods may be returned at your expense, but we may be able to fix these goods for a fee.	
5.	If your claim is accepted, replacement goods will be installed. Once replacement good(s) have been shipped, customer will be notified via email	
6.	Shipping track/Delivery Docket number will be provided upon request	



Returns Policies & Procedures

In this document:

Maximum Energy, we, our or us means Maximum Energy Solutions Pty Ltd ABN 43 607 104 236;
You or the Customer refers to the purchaser of the Goods from us; and
The Goods refer to products that you purchase from us.

This document outlines the conditions under which we will accept the return of the goods. Please note that you may only return goods in exchange for a replacement product or store credit to the value of the goods.

Conditions

In order to claim under this policy:

- you must seek a GRA (Goods Return Authority) from us within 14 days from the date of purchase and goods;
- you must return the goods within 14 days of us providing you with the Goods Return Authority;
- the goods must be new, unused, unmodified and saleable condition;
- the goods must be in their original packaging, which must be undamaged (with no printed tape or labels on the packaging);
- the goods must be returned with their Maximum Energy official goods return authority number;
- the goods must be returned with their original PO and/or invoice information; and
- the goods must not be subject to the exclusions listed below.

Please note that this policy only relates to non-defective goods. If your product is defective, please refer to the Warranty against Defects and Warranty Claim Procedure documents. Neither of these documents exclude or replace your rights under the Australian Consumer Law.

Solar Panels & Custom/Project Lighting

Solar panels cannot be returned and are non-refundable under this policy.

Custom lighting, project lighting and all products not in the latest Maximum Energy product catalogue are non-returnable/refundable under this policy. However, you may still request in writing that you return such a product to us for a product exchange or store credit if you change your mind. While we are under no obligation to do so and make no guarantees, we will consider allowing you to return such a product provided that it meets the condition above. We will notify you of our decision within 7 days of receiving your request.

Please note that if we do agree to the return of a custom-built product or a product that is no longer in our latest product catalogue, a 70% re-stocking fee will apply.

For all other goods

For all other goods, you may request to return the items in exchange for a different product or store credit, so long as you meet the criteria listed above. We have sole discretion in

determining whether a return is accepted and may require you to pay an acceptable restocking fee (if required).



Process

You must return the goods to us using the address below. We will inspect the goods on arrival to ensure that the goods comply with the above conditions. If the goods are cleared to be re-stocked (in our sole discretion), a credit note or replacement products will be issued within 28 days.

- You are always responsible for the freight costs associated with returning goods to Maximum Energy Head Office: 174-176 Wright Street, Adelaide, SA 5000.
- The amount of the credit will be the original price invoiced.
- Credit can only be deducted from your monthly account when official credit note has been issued to you by Maximum Energy. (Maximum Energy will not accept any deduction when our credit note number is NOT quoted on your payment remittance and the short payment becomes payable straightaway).



Return Procedure

This document describes the process that Maximum Energy expects to follow for all return requests of non-defective goods.

1. Customer must obtain a GRA (Goods Return Authority) number from Maximum Energy before an item can be returned.
2. Please email us a request for GRA (Goods Return Authority) and provide your reasons for the request to warranty@maximumenergy.com.au along with the original PO number and/or Invoice number. Pending assessment of your return request to our policy, a GRA (Goods Return Authority) number will be issued within 5 working days via email.
3. If an item has been returned without a GRA (Goods Return Authority) number, Maximum Energy Australia may refuse to accept the return.
4. After receiving a GRA (Goods Return Authority), you have 14 days to return the goods to Maximum Energy. Head Office – 174-176 Wright Street, Adelaide, SA 5000. Please attach the Maximum Energy GRA (Goods Return Authority) form to the outside of the box(es) being returned along with a copy of your original internal claim, so that your claim can be processed smoothly and shipment can be identified quickly. If not returned within 14 days of GRA issue the goods/RFC will not be recognised.
5. Maximum Energy will inspect the goods on arrival to ensure that the goods comply with resale standards. If goods are cleared to be re-stocked, a credit note or replacement products will be issued within 28 days. Otherwise you will be contacted with the reason for your request being declined.

Maximum Energy reserves the right to refuse a credit request if goods are returned in an unacceptable condition. A GRA number is NOT automatic approval for a credit request. The official approval is provided in the form of a credit note

AN INSPECTION BY US MUST BE CARRIED OUT BEFORE ANY RETURNS ARE APPROVED

Please read our Warranty against Defects and Warranty Claim Procedure for more information on warranty claims.