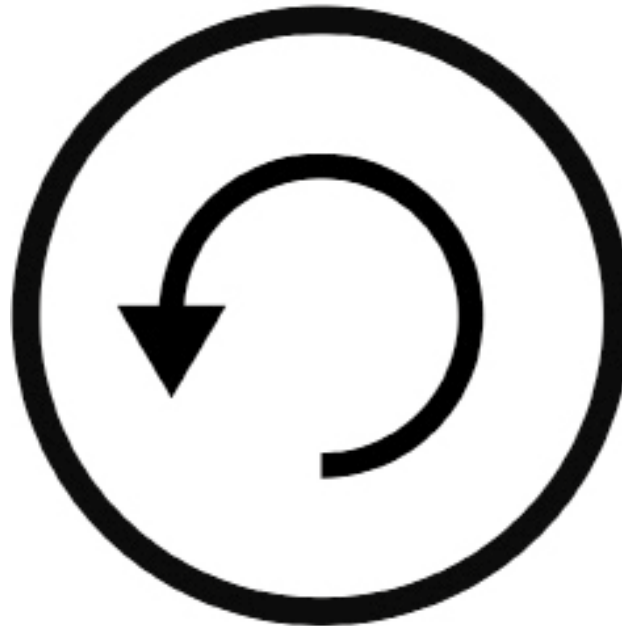


SegenSolar Customer Returns Policy



Thank you for purchasing products through SegenSolar.

We want you to be completely satisfied with your purchase and take great pride in the quality of the products we sell. Supporting this with great customer service is our top priority.

If you are not completely satisfied with your purchase, please follow the guidelines below to efficiently return your purchase to us.

All return requests must be discussed with SegenSolar's returns department before any product will be accepted back.

Before contacting SegenSolar please have your order number and the serial number of the product(s) you wish to return at hand so we can quickly and efficiently assist you.

Please note that there are four return centers;

**Johannesburg - Unit 10B, Northlands Production Park, Northriding, Randburg 2169 ;
East Rand - 1&2 Shiraz Close, JT Ross Park- Plumbago 3, Witfontein Ext 54 , Kempton Park, 1620;
Cape Town -20 Falcon Crescent, Matroosfontein, Western Cape, 7490 and
Durban - DB Schencker, 14 Mzimkhulu Drive, King Shaka International Airport, Durban, 4407**

SegenSolar will only arrange collections within South African borders

What to do if your product is faulty

If you believe your product to be faulty, please contact a member of SegenSolar's Technical Support team whilst you are on site. The product must remain installed and switched on (where possible) to allow a member of the team to ask you to perform tests to establish the cause of the problem and hopefully resolve the issue there and then. A remote fault diagnosis with you is required to process an RMA claim in the event of a possible product failure.

Please note that the following important information will be required for us to book in your returned item/s: completed RMA documents, after you have been in contact with your technical advisor, for inverters and batteries, pictures of the installations clearly indicating surge protection devices, COC for completed installations and line Diagrams for the installation.

Units received without the required documentation will be sent back to the sender and a delivery invoice will be raised and charged to the sender's Segen account.

If phase one of remote fault diagnosis is unsuccessful the SegenSolar returns department will initiate the return against your account and arrange for collection of the product for further physical testing.

If no fault is found by at the physical testing stage, you will be contacted with findings and request for you to collect your product from SegenSolar's returns office and the return on your account will be closed.

If you have already purchased a replacement product in the interim both the original and replacement product charges will apply.

What to do if you product is damaged

If a product is deemed to have been faulty at time of manufacture or a fault has occurred within the manufacturers' warranty T&C's SegenSolar will arrange for a replacement unit from the manufacturer. The replacement unit will be delivered to you and the returns order will be completed or a credit to your account will be raised.

If you believe your product has been damaged in transit, please notify SegenSolar of any discrepancies within 10 working days of delivery. All goods ordered as stated on the delivery note will be deemed to have been delivered and accepted in good condition if we are not contacted within 10 working days. Risk of damage to or loss of the goods passes to the Buyer at time of delivery.

If item(s) are found to be damaged upon arrival the delivery note must be signed for as 'Damaged on Arrival' in the remarks or signature line. This will be the primary documentation used to make a claim.

If item(s) are found to be damaged after the delivery note is signed then no claim can be made against the Courier company or SegenSolar. Please make sure goods are checked thoroughly upon arrival and signed to confirm this, the delivery driver should allow you the opportunity to do this, if not please make sure the paperwork is marked to state this and signed by the driver.

If products are found to be damaged inside the packaging then ideally please contact the returns department immediately or use the “contact us” form and specify “delivery issue” within 10 working days. All claims are fully investigated by our returns department. SegenSolar hold no guarantees of refunds or replacements if it cannot be proved that the product was damaged in transit.

Claims must be submitted to SegenSolar’s returns department. They must be made within 10 working days of delivery if a product is deemed to be damaged on arrival (DOA) providing the following information: -

- Order Number:
- Shipment Number:
- Product Serial Number:
- Signed Delivery Note:
- Photographic evidence of the item(s), packaging and pallet:

*Please note that packaging is not under the warranty.

What to do if your product is unwanted

If you wish to return stock no longer wanted, you can start the process by raising a return request on your account or contacting the returns department within 10 working days from receipt of delivery and the product(s) is returned within 14 days of receipt of delivery. Returns are subject to a 10% re-stocking fee and customers will be required to arrange their own return delivery.

Customers may be eligible for a 90% credit note back to their SegenSolar account of the product value if we are notified within 10 days from delivery, all original packaging is in place and the item is in re-saleable and fully functioning condition. Unfortunately, we cannot refund any delivery charges or priority, express or courier components of the original postage.

Once the return request has been approved with the returns department, you will be asked to send your product to our return's office for final inspection and issue of credit note. A returns label, which can be printed from your portal, must be attached to your parcel. Failure to attach the returns order form will result in goods being sent back to you and may incur additional costs. You must also obtain a tracking number or proof of return delivery from the carrier to track your item and ensure its safe return to our RMA Office and provide this in all correspondence with SegenSolar.

It is the customer's responsibility to ensure that all packaging is intact, all items of the box are properly included, items are packaged correctly and returned unused. Failure to do so may incur additional costs or goods being sent back to you. Please ensure you send all original parts. SegenSolar will not credit any unwanted stock that has accessories missing or parts / packaging damaged from the products originally shipped.

The return will be checked by one of our technical team upon delivery and once verified, a credit note will be added to your account within 7 days of receipt of the return. Non re-saleable items will not receive a credit note and the goods will either be returned to the buyer or disposed of.

What shall I do if I have received a product I did not order (an “incorrect” product)?

If we have sent you an incorrect product please contact a member of the SegenSolar staff immediately so we can investigate and arrange to collect the item(s) and replace any items you require.

Other Information

When will the credit appear on my Account?

We aim to process your claim and credit your account within 7 working days of receipt of your goods being verified, however this may take longer if items are not returned in line with the procedure.

Can I change my mind and keep my return?

Yes, if you change your mind and decide to keep your purchase within the 14 day right of retraction period and do not want to return your items, please ensure that you cancel your return request with the SegenSolar returns department to keep your items.

Returns Address:

Returns Department

SegenSolar (Pty) Ltd

Unit 10

Northlands Production Park

North Riding

Randburg

2169

Contact Telephone Number:

0110852606