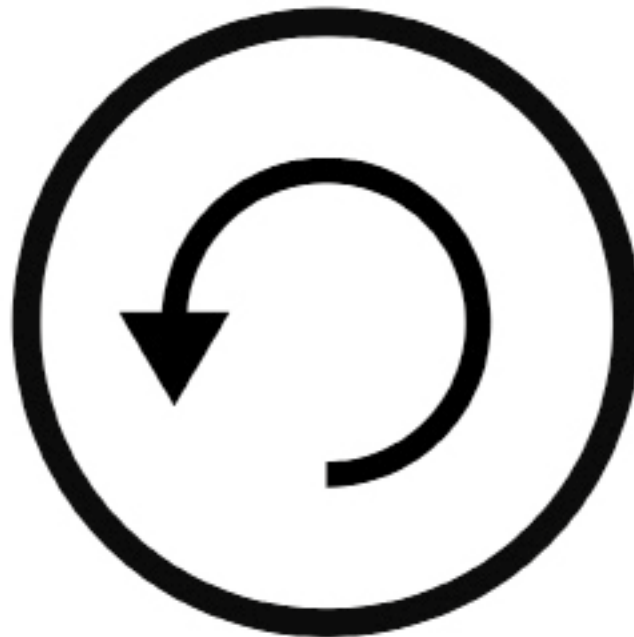


## SegenSolar Customer Returns Policy



**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.**

## What to do if your product is damaged

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 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 your order processor 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 Order Management Team. 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:
- 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 faulty

If you believe your product to be faulty, please notify SegenSolar, within 15 working days of delivery otherwise all goods ordered as stated on the delivery note will be deemed to have been delivered and accepted. Risk of damage to or loss of the goods passes to the Buyer at time of delivery.

All items believed to be faulty are referred to our Technical Support Team. The Technical Support Team will contact you and may ask you to perform tests to establish the cause of the problem and where possible rectify this.

If phase one of testing is unsuccessful your order processor will generate a returns order and then arrange for collection of the product for further testing.

If a product is deemed to have been faulty at time of manufacture, SegenSolar will either arrange for a replacement from the manufacturer to be delivered to you, or complete your returns order and credit your account when the replacement has arrived at SegenSolar. If a credit is raised any replacement will be charged.

If no fault is found the product will be returned to you and the returns order will be cleared. If you have already purchased a replacement product in the interim both charges will apply.

## What to do if your product is unwanted

Customers can normally return any re-saleable functioning products to SegenSolar's Johannesburg Warehouse and obtain a credit note provided that you contact SegenSolar within 10 working days of delivery and the product is returned within 14 days of receipt of the product/s. The unwanted return is subject to a minimum returns 25% re-stocking charge and customers will be required to arrange their own return delivery.

Customers may be eligible for 75% credit of the order value if all original packaging is in place and the item is re-saleable. If a product is not in the original state and packaging SegenSolar may consider accepting a return but at a lower percentage, this will be entirely at SegenSolar's discretion. Unfortunately we cannot refund any delivery charges or priority, express or courier components of the postage.

You will need to raise a new return order in your Portal to start the process, by going to My Account>Returns. In the description field please type the original project number (at least 5 characters) from which you are returning the product for return.

This will produce a unique order returns number and generate a returns order form that you will need to print out and attach to each 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 Johannesburg Warehouse and provide this in all correspondence with SegenSolar.

It is the customer's responsibility to ensure that the all the 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. We reserve the right to charge for any accessories or parts damaged or missing from the products original shipment.

The return will be checked by one of our returns 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, disposed of or a reduced valuation may be agreed.

## 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 your order processor 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 order within your portal to notify us and keep your items.

### What is the returns address?

Returns Department  
SegenSolar (Pty) Ltd  
245 Masjien Street  
Strijdom Park  
Gauteng  
2194