



Warranty Reimbursement Guidelines

This document describes SOFARSOLAR Australia's company guidelines for reimbursement when an authorized replacement of SOFARSOLAR equipment which has failed in service and is covered by the SOFARSOLAR AUSCO PTY LTD Product Warranty. (Effective September 2022)

SOFARSOLAR Australia stands behind its products. The SOFARSOLAR reimbursement policy provides labor compensation for approved RMA warranty replacements. The policy **does not** cover compensation requests associated with loss of production caused by a system outage.

Conditions

To be eligible for reimbursement, the following conditions must be met:

- The service must be provided by an accredited CEC Licensed installer.
- The system must be installed in a manner and in an environment that falls within the warranty coverage terms, and within the ratings of the equipment.
- The equipment damage must not be the result of an "Act of God".
- At minimum, there has been an attempt to first troubleshoot and mitigate equipment failure. The site visit must result in the legitimate replacement of defective equipment. An RMA must be issued by SOFARSOLAR in advance of replacement of the equipment.
- Defective equipment must be returned to SOFARSOLAR under the assigned RMA # when designated for return within 30 days of receiving replacement product.
- Installer must submit an invoice along with the RMA Compensation Form.
- The reimbursement request must be submitted within 60 days from shipping date of replacement product.

Reimbursement Amounts

The fixed rebate amounts (excluding GST) are as follows for sites up to 100km from state CBD location.

Spare parts and accessories (eg. communication module, lid, display)	\$ 160
Communication devices (eg. Data Manager, Home Manager)	\$ 200
Board replacements (one claim per inverter)	\$ 200
Inverters up to 30kw	\$ 200
Inverters 40kw – 200kw	\$ 250
Battery Replacement	\$ 200

Travel for sites more than 100km from CBD location in accordance with the ATO travel allowance guidelines for 2022 at \$0.78c per km travelled. To be eligible for this claim, approval must be given in writing by SOFARSOLAR **PRIOR** to the work being carried out. Failure to obtain prior travel reimbursement approval will result in non payment.

Sofarsolar Ausco Pty Ltd.

Address: 6/81 Beal Street MEADOWBROOK QLD 4133

ABN: 88633149621

PH: 1300 176 327

E-mail: David.Hinds@sofarsolar.com.au

Website: www.sofarsolar.com.au