



Genpower Solar (Pty) Ltd. - Standard Terms and Conditions of Sale

Solar Systems (Including but not limited to: Inverters, Batteries and PV Panels)

1. Definitions

- Goods: Solar systems and related products sold by Genpower Solar (Pty) Ltd.
- Company: Refers to Genpower Solar (Pty) Ltd.
- Customer: The purchaser of the goods.

2. Scope of Warranty

- The Company provides a limited warranty in conjunction with the original product manufacturer's warranty for the defined period from the date of purchase, covering defects in materials and under normal use.

Workmanship

- This warranty covers only parts and materials. Labor and travel charges may apply as stipulated in Clause 5.

3. Warranty Exclusions

- The warranty does not cover:
 - Damage due to misuse, unauthorized alterations, or lack of maintenance.
 - Damage resulting from environmental conditions (e.g., extreme weather).
 - Consumable items, such as batteries or wiring, unless specified.
 - Warranty is void if repairs or modifications are conducted by personnel unauthorized by the Company.

4. Claim Procedure

- To initiate a warranty claim, the Customer must provide proof of purchase and a detailed description of the issue.

- The Company will review the claim and, if deemed valid, arrange for technician to respond to site and evaluate the problem and initiate the necessary repairs or replacement of parts. Labor and travel charges may apply as stipulated in Clause 5.

5. Labor and Travel Charges for Warranty Service

- On-Site Warranty Services: If a technician is required to travel to the Customer's location for warranty service, applicable labour and travel charges will apply. These charges cover:

- Travel expenses to and from the Customer's location.
- Labor costs for time spent by the technician on-site.
- Customers will be informed of any such charges prior to the technician's dispatch.

6. Limitations of Liability

- The Company's liability is limited to the repair or replacement of defective goods.
- Genpower Solar (Pty) Ltd. is not liable for indirect or consequential damages, including but not limited to, loss of income, downtime, or any other incidental losses.

7. Payment Terms

- Payment terms for goods and services are due on receipt of invoice or terms as previous agreed to with the Customer.
- Any additional charges related to warranty service (labor and travel) will be invoiced separately and are due upon receipt.

8. General Provisions

- These terms and conditions constitute the entire agreement between the Company and the Customer.
- Any amendments must be agreed upon in writing.