

Warranty Terms

The “Warranty Period” will begin at the date of original Product purchase form either Sunlid Solar , or an authorized Sunlid Solar Distributor/Dealer. Sunlid Solar will repair or replace product covered under this warranty with components at Sunlid Solar’s election or discretion. Advances in technology may lead to “better or advanced” products being selected for replacement.

This Warranty is further conditioned on the purchaser contacting Sunlid Solar during the warranty period between normal business hours to review the issue and initiate the Returned Merchandise Authorization (RMA) process. This must be done prior to the return of any defective product. Only Sunlid Solar manufactured products may be returned through the Sunlid Solar RMA process. No defective products, Sunlid Solar or otherwise, It will be returned to purchaser. The Sunlid Solar RMA form must be legible and completed in detail prior to approval for return. The Sunlid Solar Warranty is further conditioned and will only apply to Sunlid Solar products that are properly installed. This includes wiring and connection to proper approved components and product working environments. This Warranty is void and does not apply to products that fail as a result of neglect, mistake, misuse, alteration, improper installation or implementation. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity or voltage conditions; improper installation using components that are not approved or are not Sunlid Solar manufactured products. installation and usage of Sunlid Solar products should only be completed in association and complete knowledge of all necessary and related codes, standards and instructions of installation. It is the responsibility of the purchaser to obtain all necessary approvals and to understand the product’s intended use and all relevant instructions, recommendations, and guidelines for the proper installation, use of any Sunlid Solar product and related “manufactured products,” used in conjunction with . The accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions are not guaranteed, are not part of this Warranty, and does not in any way constitute a warranty. The purchaser is responsible for suitability of installation and full implementation and must determine potential applications and installations independently.

Warranty Compensation will be based on “usage factors and time in use” and “ Technology Value,” and will be pro-rated based on this and information collected via the RMA process. What is not covered under this Limited Warranty is defects of any kind caused or created by improper installation of any kind; damage caused during shipping to purchaser or beyond “acts of Nature or God. Sunlid Solar will not cover additional labor costs or Warranty such labor associated with replacement products. This Warranty document represents the only express or implied Warranty-no other Warranties exist

Products Warranty

Product Name	Warranty Period
Vertical Solar Module	5 Years
Solar Bollard Lights	2 Years
SOLMATE Solar Batten Light Kits	2 Years
Apollo solar led batten light	3 years
Helios/hermes/thor solar street light head	3 years
Athena solar pedestrian light	3 years
Venus solar flood light	2 years

Warranty period can be extended with higher specification. Subject to final data sheet confirmed by Sunlid Solar.

Warranty Service Procedure

- **Product with 2 years warranty :**

During the first years, Sunlid Solar is committed to replace the failed products and undertake the shipping cost, during the 2nd year, Sunlid Solar is committed to provide spare parts or complete product for free and shipping cost will be paid at buyer’s expense.

- **Product with 3 years warranty :**

During the first two years, Sunlid Solar is committed to replace the failed products and undertake the shipping cost, during the 3rd year, Sunlid Solar is committed to provide spare parts or complete product for free and shipping cost will be paid at buyer’s expense.

- **Product with 5 years warranty :**

During the first three years, Sunlid Solar is committed to replace the failed products and undertake the shipping cost, during the 4th and 5th years, Sunlid Solar is committed to provide spare parts or complete product for free and shipping cost will be paid at buyer’s expense.