

September 2023

Statement regarding the claim process under the Limited Warranty Statement in Sub-Saharan Africa (SSA) and Middle East and North Africa (MENA) regions

In relation to the purchase of Canadian Solar modules within the SSA and MENA regions and the related claim process under the Limited Warranty Statement (hereafter "LWS"), we hereby confirm that any claim under the LWS may only be processed by Canadian Solar's Customer Service Department for the EMEA region, if the modules in relation to such claim were purchased directly from Canadian Solar, or from one of our authorized resellers within the SSA and MENA regions. In all other cases, we reserve the right to decline the processing of the claim under the LWS.

For confirmation as to whether you are purchasing from a Canadian Solar authorized reseller, please contact us directly at sales.ssa@csisolar.com (for SSA) or sales.mena@csisolar.com (for MENA). One of our colleagues will be happy to advise.



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