

Y & R SOLAR (PTY) LTD

REG # 2018/205462/07

VAT # 4120286150

162 Barry Hertzog Avenue, Greenside,  
Johannesburg, Gauteng, 010 007 0903

2 Computer Road, Unit 22, Creation  
Park, Milnerton, Cape Town,  
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**solarway**  
SUPPLIERS

## Solar Sure X-Change



**SOLAR SURE**  
**X-CHANGE**

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### **Solar Sure X-change:**

Solarway Suppliers offers an optional Exchange Guarantee service for solar inverters and batteries. This service transforms your standard warranty into a guarantee for the remaining duration of the original warranty period upon payment of the additional fee.

### **Solar Sure X-change Option:**

Solarway Suppliers introduces the "Solar Sure X-change Option", a premium service designed to provide an added layer of security for your solar investments. Understanding the need for consistent and uninterrupted solar energy, this service aims to boost your trust in our offerings.

What is the Solar Sure X-change Option? The Solar Sure X-change Option is an Exchange Guarantee service for our top-tier solar inverters and batteries. While every Solarway product is backed by a reliable standard warranty, this option enhances the protection you receive.

### **Key Features:**

1. **Enhanced Warranty:** Converts your standard warranty into a comprehensive exchange guarantee. If any issues arise during the original warranty period (Excl. Batteries, **refer to no.2**), instead of a standard repair, we promise a complete product exchange.
2. **Duration:** The exchange guarantee remains valid for the entirety of the original warranty term. There is no extension beyond the original period.
3. **One-time Payment:** Opt for this premium service with a simple additional fee. Once confirmed, your standard warranty is immediately upgraded.

### **Benefits:**

- **Peace of Mind:** Sleep soundly knowing that if there's a rare malfunction during the warranty period, you're entitled to a full product exchange, not just repairs.
- **Investment Security:** Safeguard your investment in solar technology by ensuring you always have operational equipment.
- **Efficiency:** Avoid long-winded repair processes and jump straight to the solution with our exchange guarantee.

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## **How to Avail the Solar Sure X-change Option?**

It's straightforward. Contact our customer service team, make the additional payment, and we'll handle the rest. With the Solar Sure X-change Option, you're always a step ahead in your solar journey.

<https://www.solarwaysuppliers.co.za/solar-sure/>

## **Solar Sure Xchange Terms and Conditions for Solar Inverters and Lithium Batteries by Y and R Solar**

### **1. Definitions:**

- "Product(s)": Specifically pertains to solar inverters and lithium batteries supplied by Y and R Solar.
- "Solar Sure X-Change": A distinct guarantee provided by Y and R Solar, enabling customers to exchange their product(s) under defined conditions.
- "Activation Fee": An additional charge incorporated in the overall purchase amount, which is essential to activate the privileges of the Solar Sure X-Change.

### **2. Consideration for Lithium Batteries:**

- **Battery Degradation and Life Cycles:** Lithium batteries inherently undergo degradation over time, which impacts their efficiency and storage capacity. This natural wear and tear is influenced by the number of charge-discharge cycles the battery has undergone.
- **Maximum Exchange Period:** Considering the inevitable degradation of lithium batteries, the Solar Sure X-Change program for these products is restricted to a maximum duration of 2 years from the date of purchase. Post this 2-year period, the product will not be eligible for exchange under the Solar Sure X-Change guarantee.
- **Subsequent Warranty Process:** After the completion of the 2-year exchange period, any claims or issues related to the lithium battery will be addressed under the standard warranty terms provided by Y and R Solar. This ensures that while customers benefit from the initial exchange guarantee, the inherent characteristics of lithium batteries are also taken into account.

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These terms and conditions aim to strike a balance between offering customers unparalleled value while also considering the scientific properties and life expectancy of lithium batteries.

**3. Activation automatically activated upon the purchase of the product, provided that the Activation Fee is included in the total purchase price.**

- The Solar Sure X-change is only valid when the product is purchased with the Activation Fee included

**4. Coverage:**

- The Solar Sure X-change covers defects in materials and workmanship in the manufacturing process under normal use for a period of [e.g., 12,24,36,48 months] from the date of purchase.
- The Solar Sure X-change is limited to an exchange of the defective product with a new product or a product of similar condition as on the original purchase invoice. Products that are not in a good condition shall be exchanged with a product of a similar condition which could either be a demo or an approved pre-owned product and not necessarily a new product. This also applies to boxes and accessories that accompany the unit. This will be determined by our compulsory assessment.

**5. Detailed Overview of the Solar Sure X-change Program:**

At Solarway Suppliers, we are committed to ensuring that our customers receive the best value and performance from our products. With this in mind, we introduce the Solar Sure X-change program, a service designed to provide clarity and confidence in our exchange process for defective products. Here's a detailed breakdown:

5.1. Exchange Criteria: The primary purpose of the Solar Sure X-change program is to replace defective products. When you encounter an issue with a product, our commitment is to provide you with an exchange, ensuring minimal disruption to your solar energy needs.

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5.2. Replacement Product Condition: When executing the exchange, the replacement you shall receive will either be:

- A brand-new product.
- Or a product in a condition similar to what is reflected on your original purchase invoice.

5.3. Consideration of Product State: We understand that over time, products may experience wear and tear. If your returned product is not in optimal condition:

- The exchanged item might be a demonstration unit/approved pre owned unit, which means it's been gently used but not brand new.
- This principle extends to the product's packaging and any accompanying accessories. If your original box or accessories show signs of wear, the replacement might also come with similar signs of usage.

5.4. Mandatory Assessment: Before any exchange takes place, it's essential to note that our team will conduct a thorough assessment of the returned product. This assessment is compulsory and serves to:

- Evaluate the condition of the product, its packaging, and any accessories.
- Determine the most suitable replacement based on the product's current state and the conditions mentioned above.

In conclusion, the Solar Sure X-change program is our way of assuring you of our commitment to product quality and customer satisfaction. We always strive to offer a transparent and fair exchange process, tailored to meet the individual circumstances of each case.

## **6. Exclusions:**

6.1. Immediate Disqualifications: The following damages are not covered under the exchange program:

- Incorrect installation.
- Misuse or abuse of the product.
- Accidental damages.
- External factors including power surges and water damages.

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6.2. Assessment Period: All products submitted for exchange will undergo a soft assessment and verification period by Y N R Solar. During this time, the product's condition will be closely evaluated to determine its eligibility for exchange.

6.3. Two-Step Assessment Protocol:

- **Soft Assessment:** Initially, a preliminary evaluation, or "soft assessment", will be conducted to quickly gauge the product's state. Based on this assessment, an immediate exchange may be approved.
- **Detailed Assessment:** Post the soft assessment, a more thorough and detailed examination will be carried out. This in-depth review can uncover issues not immediately evident during the soft assessment, such as latent water damage and other

6.4. Revocation of Service: If, after the detailed assessment, it is determined that the product did not meet the exchange standards:

- The previously granted exchange will be revoked.
- The customer will be notified of the discrepancies found during the detailed assessment.
- The customer is then obligated to return the exchanged product promptly.
- Failure to return the exchanged product will result in the termination of the exchange contract and all warranties

In essence, while we strive to offer immediate solutions through the soft assessment, our commitment to upholding standards necessitates a comprehensive evaluation.

Customers are kindly advised to cooperate and return any exchanged products if they don't meet the program's criteria upon detailed review.

- Products that have been modified or repaired by anyone other than Y and R Solar or its authorized service centres are not eligible for exchange under the guarantee.

## **7.Claim Process:**

- To make a claim under the Solar Sure X-Change, customers must complete the warranty activation form available on the Y and R Solar website at <https://www.solarwaysuppliers.co.za/warranty-form/>

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- Claims must be made within the guarantee period and are subject to an assessment and verification period upon receiving by Y and R Solar.

### **8. Activation Fee Structure.**

Solar Sure X-Change Guarantee: Activation Fee Structure

Activate your Solar Sure X-Change Guarantee by meeting the following fee requirements based on your product value:

VIEW WEBSITE FOR DETAILS:

<https://www.solarwaysuppliers.co.za/product-category/solar-sure-x-change/>

For products valued over ZAR 100,000, please contact us directly for activation fee details, as these are determined on a case-by-case basis.

### **9. Limitations:**

- Y and R Solar reserves the right to refuse a guarantee claim if the defect is not covered under the conditions of the policy or if the warranty activation form is incomplete or not correctly filled out.
- The Solar Sure X-Change is non-transferable and applies only to the original purchaser.

### **10. General Provisions:**

- This guarantee gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.
- Y and R Solar reserves the right to amend these terms and conditions at any time.

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**Important Notes:**

It is the customer's responsibility to retain the original proof of purchase and provide it when initiating a Guarantee Exchange claim.

The customer may be responsible for shipping costs associated with returning the product for inspection or replacement.

Solarway Suppliers shall not be liable for any consequential or incidental damages arising from the use of its products.

The Guarantee Exchange service is non-transferable and applies only to the original purchaser of the product.

By activating the Guarantee Exchange service, you acknowledge that you have read and agreed to the terms and conditions outlined in this Guarantee Exchange Policy.