

## WARRANTY CLAIM FORM

### REQUIREMENTS FOR COMPLETING THE FORM

1. Please clearly state the model and serial number of the solar modules (which are damaged) . This will allow our experts to process your request quickly.

2. Please clearly state your contact details, company name, E-mail and telephone number. Please do not hesitate to give your contact information, so that we may contact you without delay.

3. Please describe the problem or your problem with the module in detail.

**Warning!** Forms with a description of the fault Please note that forms citing "Trouble description" and "Does not work" will not be taken into consideration. Please describe in detail.

4. If the damage is caused by wrong transport or wrong unloading at the recipient's warehouse, the order will not be processed (this must be notified before signing the CMR when unloading)

### PROCEDURE FOR CONTACTING TECHNICAL SUPPORT

1. In the event of a fault in the equipment, the customer must contact the service centre at [info@swissenergy-solar.ch](mailto:info@swissenergy-solar.ch) with the following list of documents:

- A) A photo of the defective or faulty panel.
- B) A photo of the serial number (of each module)
- C) Detailed description of the problem

2. our service engineers process all incoming requests and contact customer to confirm details or give immediate recommendations for elimination of the problem.

3. the defective modules are checked by the service engineers to determine if they meet the warranty requirements. If the equipment has been subjected to abnormal operation, the warranty is void.

If checking the serial number of the customer's unit reveals that it does not exist in the factory's serial number database, the customer must provide proof of purchase from the manufacturer SWISS SOLAR AG or its distributor

4. In case the customer claims that the rated output of the solar module does not correspond to the technical data stated on the back sheet of the module, he is obliged to provide the company with a flash test report. The customer has to pay for the independent expertise of the company. In the event of an independent expert examination confirming the incorrect capacity of the solar panel, SWISS SOLAR AG will replace the equipment or refund the full invoice price of the equipment (SWISS SOLAR AG will not compensate for any loss of profit to the purchaser).

### OWNER DETAILS

COMPANY NAME	EMAIL
PHONE / MOBILE	CONTACT PERSON
COMPANY ADDRESS, COUNTRY	

### PRODUCT DETAILS

MODEL ( EXAMPLE IBEX-120MHC-DUO)	POWER (WP)	NUMBER OF DAMAGED MODULES	SERIAL NUMBERS
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### DESCRIPTION THE PROBLEM

DESCRIBE THE PROBLEM	
INVOICE NUMBER OF EQUIPMENT PURCHASED	DATE OF RECEIPT OF ITEM

PLEASE ATTACH A PHOTO OF EACH DAMAGED MODULE ALONG WITH THE SERIAL NUMBER

