

WARRANTY TERMS & CONDITIONS:

1. **PAYMENT TERMS:** 100% on purchase for sales; 85% down payment and 15% balance on completion for projects.
2. **DELIVERY TERMS:** Product costs exclusive of delivery charges.
3. **TRANSPORT CHARGES:** Ex- warehouse, client can arrange his own vehicle including loading and offloading.
4.
 - i. **Warranty on Inverter:** One (1) year manufacturer's warranty from operational defect. See exclusion
 - ii. **Warranty on Battery:** One year manufacturer's warranty from operational defect. See exclusion
 - iii. **Warranty on Solar panel:** 25 years manufacturer's warranty from operational defect See exclusion

WARRANTY EXCLUSIONS:

1. Damage arising from poor electrical wirings and load distribution at client's site.
2. Damage resulting from transient PHCN surges/spike attack.
3. Physical damage due to negligent handling (During operation, transit or otherwise)
4. Improper installation/application - We require your technical personnel to be trained by GENNEX Technical team.
5. Improper technical settings on the system against the advice of a GENNEX personnel.
6. Improper load application – Only specified output load can be connected to the Inverter
7. Poor climatic and environmental conditions – Inverter and batteries should be placed in an indoor location free from dust, rain & other environmental effects.