

Terms and Conditions of the Faulty Report Form:

- This Faulty Report Form is only a process of gathering necessary details for us to initiate a warranty claim, and does not imply any approval or decision of such claims.
- All warranty claim is subject to approval by the Astronergy Solar QCS Department based on the information provided such as system details, faulty description, and photo evidence.
- Failure to provide compulsory information stated on this form may result a rejection of the claim, and the process will be either on hold or closed until further information can be provided.
- You are fully understood that any charge incurred due to the misleading, incorrect, and manipulated information provided, such as inspection, testing, repair and replacement and we reserve the right to recover these expenses from you.
- If you have any question of this form, and terms and conditions stated please contact us immediately.

Privacy Statement:

- By providing the system owner contact details you have agreed to us to contact the system owner directly for the sole purpose of this warranty claim.
- If you disagree to us to contact the system owner directly you should contact us immediately upon submitting the claim form.
- Astronergy Solar will only use information of system owner for the sole purpose of warranty claim and retaining such information for internal use and record keeping.
- Astronergy Solar will not use information of system owner for any other business purpose, sale, transmit to unauthorised third party.

Disclaimer:

- You understand that without directly contact with system owner may slow down the claiming process due to information transmission between each party, and we will not be responsible of any allegation of legal matter, compensation, or damage and loss.
- All relevant testing and inspection should be carried out by a qualified electrician with associated licences and knowledge to the products claimed.
- We will not be liable for any loss and damages to the faulty and replacement product and associated due to misconduct and handling by unqualified person.
- We will not be liable for any loss and damages due to late submission of the warranty claim. The starting date of the claim will only begin when all compulsory documents are submitted to us either physically or electronically.
- We will not be liable for cost incurred due to extra work required to update the installation standard, or improve the compatibility of the replacement unit with the existing system components.
- We will not be liable for cost incurred due to insufficient information for the warranty claim.
- Reimbursement due to product failure is subject availability from manufacturer, or under a commercial decision.