

Supplier Warranty Statement

Greenbox Solutions Pty Ltd, also known as Greenbox Solutions or Greenbox, warrants, for a period of 2 years since the equipment is delivered to client's designated premises, that the Greenbox products are free of any defects in the manufacturing process and in the materials and components used, that might cause inadequate performance in proper conditions of use, installation and maintenance are been held.

Should the purchased goods fails to operate properly by the time the Warranty is in force, and because of the arising of defects on its components or on its manufacturing process, Greenbox will be obliged, depending on the arisen defect, to repair or to replace the defective production whether to repair or to replace the device. The defective equipment will be held in every case only by Greenbox.

Greenbox reserves the right to offer extended special Warranty conditions, according to the different country technical and commercial conditions. In that case, these special conditions will be stated in a separate document.

The Warranty terms of this document are given by Greenbox according to the following terms and conditions:

Greenbox Solutions Pty Ltd

Address: 21/134 Springvale Rd Springvale VIC 3171
ABN: 71 639 314 471
Email: admin@gb-solutions.com.au



Terms and Conditions of the Supplier's Warranty

If any equipment is considered faulty while under Greenbox's warranty, and provided the deemed action is considered feasible and appropriate, Greenbox shall carry out the following at their discretion:

- 1 Telephone and E-mail Hot line assistance
- 2 Parameters control of installation
- 3 Repair the equipment at Greenbox's in-house workshop, **or** one of Greenbox's field service engineers shall repair the equipment on-site, **or** Greenbox shall replace the piece of equipment with an equivalent model having the same service life. In this case, the remaining warranty period will be applied to the replacement. The warranty will expire at the agreed deadline and extensions will not be granted under any circumstances.

The Supplier's Warranty covers time and material costs incurred by Greenbox to restore the equipment to complete working order. Any other costs, in particular delivery charges, travel and living expenses incurred by Greenbox's field service engineers during on-site repair work, as well as costs for the client's employees or any third parties are NOT covered by the Greenbox's Warranty.

- 1) They will be out of the scope of this Warranty all damages and malfunctions of the products have their origin in:
 - 1 Accidents.
 - 2 Negligent, improper or inadequate use
 - 3 Not following the use, installation and maintenance instructions given in the current End User Manual and in the Installation Manual of the respective model of products when they were purchased
 - 4 Modifications or repairing attempts that were not been held by authorized personnel by the After Sales Service of Greenbox
 - 5 Damages due to surge, floods, plagues, earthquakes, third parties actions, or any other reasons different to the standard use conditions of the products and that are out of the control of Greenbox
 - 6 Damages due to over voltages coming from the DC side of the solar modules or from the AC side of the public utility grid
 - 7 Insufficient ventilation of the equipment
 - 8 Inadequate transport conditions
 - 9 Not compliance of the current mandatory installation standards

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- 2) It will be also out of the scope of this Warranty any products with a serial number that has been manipulated or it is unreadable.
- 3) All complaints concerning aesthetics will not be considered unless they mean a malfunction or a difference in performance compared to the one announced on the technical and commercial brochures of Greenbox.
- 4) The Warranty rights established on this document do not cover the transport costs of the damaged products when sending them to the factory to be repaired, neither when receiving them back. Neither more, they are not covered the labor costs due to dismantling of the damaged products and reinstallation of the repaired ones.
- 5) Any other Warranty right not mentioned specifically on this document is out of the scope of this Warranty.

Supplier responsibility limitations

- 1) Greenbox will not be responsible to the customer, neither directly nor indirectly, about any non-observance or delay of its Warranty commitments, that might be originated by major force reasons, or by any other unforeseen and unrelated reasons to Greenbox's will.
- 2) Greenbox is not liable for the following claims caused by above-said damages:
 - Any losses and injuries,
 - Business interruption costs,
 - Dismantling and installing of the replacement,
 - Overhead charges,
 - Loss of profits,
 - Loss of data,
 - Loss of reputation or customer.
- 3) The Warranty limitations mentioned here above will be applicable unless they are against the legal prescriptions currently running on each country in reference with product responsibility. In case of conflict with any of these prescriptions, the nullity will affect only that clause in particular, being valid the rest.