

### **Terms of Sale**

Our primary mission is your 100% satisfaction with our products and services.

Each Renogy product is manufactured according to the highest quality standards, while still keeping in mind that customers appreciate a great value. That is why Renogy products are not only rated as highly efficient, but also kept at a low price to provide customers with the most cost-effective solar energy solutions. Renogy products are crafted according to the needs of each customer, and as this business expands, so will the product options.

We have a higher commitment to serving our customers' needs. We strive to provide unmatched customer service that extends well beyond our finished products and into every aspect of your energy needs.

Customers are very important to us, and we will do everything possible to make sure your experience with Renogy is superior.

### **WARRANTY**

Renogy places great importance to product quality and the customers' experience. Our Warranty policy will provide you with reliable assurance for purchasing directly from our online store or other resellers. For the specific warranty policy of each category of our products, please refer to the link below.

<https://eu.renogy.com/content/Warranty.pdf>

### **RETURNS**

At Renogy, we work hard to ensure a positive shopping experience with us. For purchases made directly from our online store, if for any reason you are not fully satisfied with your purchase, you may return your products with original package within 30 days as long as they are new, undamaged, and unmodified. We cannot guarantee that your item will be accepted for a refund or exchange if it does not meet these requirements. Return requests outside of 30 days require special authorization.

Renogy will pay the shipping costs of the returned item(s) for the following reasons: carrier damage, defective product, product inconsistent with advertisements, incorrect product received, or for any extra products you did not order. For all other reasons, customers are responsible for the return shipping fees.

**Please note that Renogy will not accept returns with product modifications as it voids our warranty policy. Any modified products received will be returned to you at your expense.**

**For returns**, please contact our Customer Service team at 1-909-287-7111 or [supporteu@renogy.com](mailto:supporteu@renogy.com) on our online store.

**Please be prepared with your invoice or the following information:**

- Order number
- Proof of purchase
- Video or photo of the faulty product (if applicable)
- Mailing address
- Contact telephone number

## **REPLACEMENT**

**For any issues with your product**, please contact our Technical Support team at 1-909-287-7111 or [supporteu@renogy.com](mailto:supporteu@renogy.com) for troubleshooting assistance.

**Please be prepared with a multimeter and your invoice or the following information:**

Order number

Proof of purchase

Video or photo of the damaged/defective product

Mailing address

Contact telephone number

If you have received a defective product or one damaged during shipping, you are eligible for a refund or replacement.

In the event of a replacement, Renogy will arrange for return shipment of the defective unit, and once the part has been received and inspected, we will ship out the replacement part.

If damage results due to improper handling during the setup or installation, whether done professionally or by the customer, then the product is no longer eligible for replacement or refund.

## **LIMITATION OF LIABILITY**

**UNDER NO CIRCUMSTANCES WILL RENOGY OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF RENOGY OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither Renogy nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to Customer, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by Customer. This warranty gives you specific legal rights and you may also have



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other legal rights that vary from state to state.

**Renogy**

Phone: 1(909) 287-7111

You are also welcome to contact us by email

[supporteu@renogy.com](mailto:supporteu@renogy.com)