



After-Sales Replacement Agreement

(Distributor Version)

This Agreement sets forth the simplified after-sales replacement process applicable to authorized distributors. It is designed to ensure fast and efficient handling of bulk replacement requests.

1. Scope of Application

This Agreement applies exclusively to distributors who submit bulk replacement requests for equipment covered under the Solax's warranty policy.

2. Replacement Request Requirements

To initiate a replacement request, the distributor shall provide the following information for each unit:

- **Serial Number (SN)**
- **Error message or fault description**
- **Installation date** (if available)
- **Pallet dimensions and weight**
- **Pick-up contact person and pick-up address**

3. Replacement Process

Upon receipt of the above complete information, Solax will prioritize the preparation and shipment of replacement units.

Solax Power Europe GmbH

Tel +49(0)6142 967 3009

Address Ludwig-Erhard-Straße 30, 65760 Eschborn, Germany

Company number: HRB 139200

Ust-IdNr: DE330811368



For products **installed for more than two years**, the replacement unit provided by Solax may be a **refurbished unit**. For products **installed within two years**, Solax will provide a **brand-new unit** as the replacement.

Solax shall provide the distributor with the shipment details (including tracking information) once the replacement units have been dispatched.

The distributor shall ensure the timely return of the defective units after receiving the replacements, and the returned units must match the information provided in the initial request.

4. Return of Defective Units

Solax is responsible for arranging the pickup of defective units.

The distributor shall place the CRM case number on the pallet and provide the following information for product collection:

- Pickup date;
- Contact details, including name, phone number, and address;
- Dimensions and weight of each pallet;
- Serial numbers of the products on each pallet

5. Important Notes

Incomplete or inaccurate information may result in processing delays.

If, upon inspection, the defect is determined to be non-warranty related, the Company reserves the right to refuse free replacement or to charge the distributor for related costs.

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This simplified replacement process is strictly limited to distributors and does not apply to end customers.