



MATERIAL & WORKMANSHIP WARRANTY

This Warranty applies to the supply and installation of the Solar Panel Modules, the Inverters and the Mounting performed by Sunscape Solar ABN 191 322 396 99.

Australia Consumer Law Statement

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

1. Warranty

1.1 System Guarantee

Subject to clause 1.2 below, Sunscape Solar guarantees that both:

- (a) our workmanship, and the workmanship of our contractors, in installing the System; and
- (b) the operation and performance of the System,

will be free from fault or defect for a period of 10 years commencing on the date the System is installed (Guarantee Period), and we will repair any such default or defect notified to us within the Guarantee Period, including by replacing all or part of the System where necessary, within a reasonable timeframe at no cost to you.

1.2. Warranty Conditions

The guarantee in clause 1.1 will not apply where:

- (a) the fault or defect is not notified to us within the Guarantee Period;
- or
- (b) the fault or defect is a result of:
 - (i) something done by you or someone else, and not us or our contractors; or
 - (ii) something beyond human control that occurred after installation, e.g., an extreme weather event;
 - (iii) the System being misused, abused, neglected or damaged after installation;
 - (iv) the System being maintained other than in accordance with the Maintenance Documents; or
 - (v) the System being repaired, modified, reinstalled or re-positioned by anyone other than a service technician approved by us in writing.

1.3 Additional

The guarantee in clause 1.1 is additional to any other guarantee or warranty you may have:

- (a) from the manufacturer of the System; or
- (b) under any applicable law, including the Australian Consumer Law,

although these other guarantees and warranties may not cover labour costs, travel costs and delivery costs arising from a claim under these other guarantees and warranties. We will notify you if this is the case, and tell you the costs payable. The costs will be payable in advance.

1.4 Making a claim

During the Guarantee Period, we will provide reasonable assistance to you in making any guarantee or warranty claim against the manufacturer of the System, including by acting as your liaison with the manufacturer.

HOW TO MAKE A CLAIM:

For any claims or questions please contact:

Sunscape Solar
1/1501 Bass Hwy, Grantville VIC 3984
Phone: 1300 733 332
office@sunscapeelectrical.com.au

Please retain your sales documentation, as this may be needed to validate a warranty claim.