

## **WARRANTY CLAIM GUIDELINE OF LONGI SOLAR AUSTRALIA**

### **(Distribution Channel Only)**

Thanks for choosing Longi's products. Longi Solar Australia Pty Ltd (ABN 15 632 322 288) is taking care of your warranty issues in Australia even if your installer or retailer no longer exists.

### **Warranty Policy**

Our Warranty Period will apply with respect to products supplied by Longi. Please find the actual terms and conditions from our website:

<https://www.longi-solar.com.au/home/downloads/product.html>

### **How to make a claim**

Any claim under our Warranty must be notified to us in writing within 30 days after the discovery of the alleged defect. Please contact your solar system installer/retailer first to get their professional suggestion first since the defect you have may not solar panels' issue or due to the manufacturer's fault. You can also contact us directly through a phone call, email, or submitting your warranty claim online when your installer/retailer is not reachable.

The link for warranty claim is:

<https://www.longi-solar.com.au/home/contact/index.html#messtab>

### **Required information for warranty claim**

To diagnose your system defect whether a manufacturing defect, the evidence such as photos, testing reports, etc. is required.

Please note that any replacement work for warranty purposes shall be approved from us first. Longi has the right to reject any warranty claims that conducting replacement work without getting approval from us in advance.

### **Refund / Replacement**

A full refund will generally be given once your defect is confirmed due to a manufacturing defect. The tax invoice for the original purchase is essential for your refund. If you cannot provide a tax invoice, the amount will be estimated based on the average sale price at the time of your purchase. You can also ask us if a replacement is required.

Please note Longi has the right to reject paying the overpriced amount on the tax invoice.

### **Compensation for delivery, labor and other**

We understand your concerns about extra costs due to the testing, repairment or replacement work of Longi's panels. Therefore, compensation for delivery, labor, and others is provided for you. The actual amount is estimated based on your circumstance and will be adjusted every year. Please contact us for more information.

### **Australian Consumer Law**

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Contact Details:**

**Longi Solar Australia Pty Ltd**  
**Technical Services Department**  
**Suite 8.01, 124 Walker Street, North Sydney, NSW 2060**  
**Email: [info@longi-solar.com.au](mailto:info@longi-solar.com.au)**  
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