

INVERTER GENERAL WARRANTY CLAIM TERMS AND CONDITIONS

Charging Systems Inverters are imported and distributed by Charging Systems Africa Pty Ltd (The Company) provides the following Warranty to the purchaser (The Customer) of the Off Grid Inverters (The Goods).

The Customer is deemed to be the owner of the installed Goods at sale.

1. Warranty Terms

The Company warrants all Goods to be free from defects in material or workmanship under normal use and service for a period of 2 years from the date of sale to the Customer. The Warranty covers the cost of unit repair or replacement parts. The Goods must be returned to the Company for inspection. The company may repair or replace faulty components at its discretion. This warranty extends the Customer's statutory rights and cannot be construed so as to diminish such statutory rights.

2. Warranty Limitations

The Warranty is valid only for Goods purchased either directly from the Company or from an authorized reseller of the company. The Warranty is not transferable and applies to brand new Goods only. Defective parts replaced under Warranty become the property of the Company.

The Warranty does not cover:

- (a) Access, labour or transport costs.
- (b) Consequential damages including but not limited to loss of revenue.;
- (c) Claims by third parties other than the Customer;
- (d) Defects of installation. (Except where the installation is performed by the Company);
- (e) Goods damaged as a consequence of incorrect installation. (Except where the installation is performed by the Company);
- (f) Items ancillary to installation not supplied by the Company;
- (g) Duties, import/export fees or costs and other general administrative costs;
- (h) Damage to Goods caused by misuse, improper handling or unauthorized modification;
- (i) Loss or damage occurring whilst in transit;
- (j) Accidental or willful damage;
- (k) Any Goods described in a quotation or delivery note as 'ex-display' or 'reconditioned'. (A separate Warranty extension may have been issued to cover such Goods).

Labour, travel and delivery (to and from the customer) will be charged if goods returned are found to be not faulty following a warranty claim.

3. Warranty Claims Procedure

To secure your warranty claim, please complete the [product registration](#) form first. This form must be completed before the [Returns and Repairs form](#). Failure to do so will result in warranty rejection.

To make a warranty claim the following information needs to be provided:

- Completed Inverter Warranty Form
- Copy of the invoice for the inverter

The authorized reseller will liaise with the Company regarding repair or replacement. The cost of unit repair or provision of replacement unit will be borne by the Company provided the Warranty has been validated and the Warranty period has not expired.

Where repairs must be done at the Company's headquarters, the Company will endeavor to minimize the down time for the Goods.

This information is subject to changes without notice.
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Contact Information

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