

## SUNGOLD Photovoltaic Module Limited Warranty Terms 2023

Shenzhen Sungold Solar Co., Ltd( hereinafter referred to as "SUNGOLD")grants to the first end-user customer ("Customer") who installs a solar photovoltaic module ("Module") of any of the following specified brands (specified brands only) a limited warranty as described below:

Warranty on materials and workmanship for the following PV Modules after January 1, 2023.

Product Name: Hi-Power Series Product Model: HP-D-XXX. HP-M-XXX.	60-month warranty on materials and workmanship  Accessories are covered by a one-year warranty. Accessories include carrying handles, connecting cables, connectors, brackets, soft bags, hinges, and corner guards.
Product Name: TF Series Product Model: SG-TF-D-XXX; SG-TF-M-XXX; SG-TF-S-XXX.	60 months material and workmanship warranty
Product Name: LEE Series Product Model: LEE-M2-XXX; LEE-S-XXX.	36 months material and workmanship warranty
Product Name: SPC-TF Series Product Model: SPC-TF-S-XXX; SPC-TF-M-XXX; SPC-TF-D-XXX.	24 months material and workmanship warranty
Product Name: Winner Bag Series Product Model: SGWB2-TF-M-XXX; SGWB2-TF-D-XXX-A; SGWB2-TF-D-XXX-B.	12 months material and workmanship warranty
Product Name: BXF Series Product Model: BXF-H-XXX; BXF-N-XXX.	12 months material and workmanship warranty
Product Name: LE Series Product Model: LE-M2-XXX.	12 months material and workmanship warranty
Product Name: SGM Series Product Model: SGM-XXX.	120 months material and workmanship warranty

Product Name: SGSP Series Product Model: SGSP-XXX.	120 months material and workmanship warranty
Product Name: SGD Series Product Model: SGD-XXX.	120 months material and workmanship warranty
Product Name: LVP Series Product Model: LVP-XXX.	12 months material and workmanship warranty
Product Name: SGF Series Product Model: SGF-XXX.	120 months material and workmanship warranty

\*Note: xxx represents the power specified in the relevant product specification (e.g. "SG-TF-M-200W"). Charge controller and wire defects are not included.

## 1. Limited Product Warranty

SUNGOLD warrants its PV modules to be free from defects in materials and workmanship under normal application, use, installation and service conditions for each module during the warranty period. The warranty begins on the date of shipment of SUNGOLD solar modules.

If a module fails or loses its usefulness due to defects in materials or workmanship during the warranty period. SUNGOLD will, at its option, either repair or replace the defective component or refund a reasonable portion of the purchase price paid by the customer (the "Purchase Price"). The remedy of repair, replacement, or refund shall be the sole and exclusive remedy provided under the terms of this Limited Warranty.

This Limited Warranty covers only the cost of shipping any component to be repaired or replaced to SUNGOLD or a refund of a reasonable portion of the purchase price paid by Customer (the "Purchase Price"). The cost of returning the component to SUNGOLD's authorized agents and distributors, or the cost associated with installing, removing, or reinstalling the component is the responsibility of the end customer.

## 2. exclusions and limitations

2.1 In all cases, warranty claims shall be submitted in writing to SUNGOLD or an authorized SUNGOLD distributor within the warranty period.

2.2 The Limited Product Warranty does not apply to the following.

2.2.1 Misuse, abuse, neglect, intentional damage.

Components must not be immersed (in pure or salt water) or exposed to water (in pure or salt water) for a long period.

2.2.2 Prohibit dropping objects or stacking objects (such as tools) on the component: The appearance or structure of the component caused by artificial dropping or bumping damage; no power output caused by dropping or knocking during use.

2.2.3 Failure to comply with SUNGOLD's instructions for use.

2.2.4 The appearance of the product casing, surface scratches, wear and tear, and rust after wear and tear are not covered by the warranty.

2.3 Warranty claims will not be honored if the type or a serial number of a SUNGOLD component has been

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altered, removed, or made illegible without written authorization from SUNGOLD.

### **3. Transferability**

This warranty is valid for the initial end purchaser.

### **4. Obtaining a Warranty**

To obtain warranty service under the SUNGOLD Limited Warranty. The end customer or distributor shall notify SUNGOLD promptly, and the complete serial number on the component product label shall be provided along with the date of shipment. The end customer or distributor is obligated to assist SUNGOLD in analyzing and locating the failure, including but not limited to providing pictures of the failed product and installation and use records.

### **5. Other**

Repair of components, replacement, or provision of additional components will not result in the entry into force of new warranty provisions and shall not extend the original limited warranty. Any replacement component shall be owned by SUNGOLD. If SUNGOLD has discontinued production of a component that is defective at the time of claim. SUNGOLD may, at its sole option, provide other models of PV modules (of different sizes, colors, shapes, or power), either of the new brand or the original brand.

### **6. Force Majeure**

SUNGOLD shall not be liable in any way to the end customer or any third party for any non-performance or delay in performance of the terms or conditions of sale, including this limited warranty, caused by fire, flood, blizzard, hurricane, lightning, the act of God, changes in public policy, terrorism, war, riot, strike, unavailability of adequate and sufficient human and material resources and other events beyond SUNGOLD's control responsibility.