

WARRANTY TERMS AND CONDITIONS

Period of validity of the warranty and affected products

As a manufacturer of photovoltaic electronic systems, Western CO. S.r.l. offers a five-year warranty in the event of defects on the entire product range. All products bearing brands other than Western CO. S.r.l. are therefore excluded from this warranty, although still marketed by the same Company. The entire Leonardo range is also excluded from this warranty, the conditions of which are available at the following link: <https://www.western.it/en/warranty/> under Leonardo's Warranty.

The default warranty period is **5** years from the date shown on the receipt confirming the purchase of the product and in any case may exceed **66** months from the date of production.

Keep in a safe place the Invoice (or the Fiscal Receipt) which may be requested by Western CO. S.r.l. whenever the warranty is used, otherwise the warranty obligations will lapse.

Technical assistance under warranty is provided exclusively at the only Western CO. S.r.l. technical support centre located in via Pasubio 1/3 - 63074 San Benedetto del Tronto (AP) – ITALY.

Any references and contacts are available at this link: <https://www.western.it/en/contacts/>

Warranty conditions

- This warranty covers faults in those products that can be proven to be a material and / or factory defect. The product will be repaired or replaced (at the discretion of Western CO. S.r.l.) in the support centre.
- Any interventions carried out by unauthorized Support Centres, as well as the alteration of the original plates or the cancellation of the Serial number (even partial), will automatically invalidate any warranty claim.
- Western CO. S.r.l. is not liable for damage caused to the product by transport; the Buyer must ensure that the packaging is adequate and able to protect the product from breakage and impact caused by the transport itself.
- This warranty does not cover damage caused by: carelessness and negligence, incorrect and improper use of the product, any damage deriving from the use of the product because of supply voltages different from that indicated, and any damage deriving from modifications made to the device is both on the electric and on the aesthetic parts.
- The use of the device outside normal safety conditions releases the Western CO. S.r.l. from all civil and criminal liability.
- Any damage caused by lightning, fire, force majeure of any kind excludes any liability of Western CO. S.r.l.
- Western CO. S.r.l. is not liable for consequential and consequent damages to the device, thus excluding any compensation in favor of the Buyer or the Retailer.
- Any technical or aesthetic changes, any improvements to the product that were put in place over time, do not require Western CO. S.r.l. to modify also the devices previously produced.
- Western CO. S.r.l. on the full range of charge controllers has provided a free early replacement service (Swap Repair) for which the Western CO. S.r.l. will send, carriage paid, a REGENERATED electronic device.
- The Customer, who makes use of the early replacement, undertakes to return to the Western CO. S.r.l. of the defective device within 5 working days, except for a penalty equal to the value of the

same. The device deemed defective by the Customer would be examined by the Western CO. S.r.l. support centre applying the warranty conditions indicated above.

- If the device is replaced the remaining warranty period will be assigned to the regenerated device.
- At the end of the warranty period (5 years) or the termination of one of the causes that give the right to the warranty itself, the assistance will take place with the charge of the costs incurred for the replacement of parts and labor costs, subject to prior notice for repair quote.

Warranty assistance management

- The customer in need of assistance can contact the Western CO. S.r.l. support centre. (in the contacts indicated at this link: <https://www.western.it/en/contacts/>)
- The device in need of assistance must always be delivered or sent carriage paid (at the Customer's expense), upon registration and opening of a support ticket at the following link: https://supporto.western.it/?&lang=en_us
- Any shipments must be agreed with Western CO S.r.l. support centre and in any case may an unauthorized dispatch be carried out.
- The material must always be accompanied by the return document available on the support page or downloadable from the following link: <https://www.western.it/en/warranty/> under Return note.
- The material under warranty will be returned to the customer within a maximum of 72 working hours from the date of receipt at our warehouse.
- The method of resolving the complaint is at the sole discretion of Western CO. S.r.l.
- In case of device out of warranty, Western CO. S.r.l. will issue a repair quote (if possible) by sending it via e-mail to the Customer.