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|  | <b>Herholdt's Group</b><br><b><i>Returns, Warranty and Replacement Policy</i></b><br><b>Document No: POLICY-024-FIN</b> | Revision No:        | 3.2    |
|                                                                                   |                                                                                                                         | Next Revision Date: | Nov 26 |
|                                                                                   |                                                                                                                         | Effective Date:     | Nov 25 |

# **HERHOLDT'S GROUP** **RETURNS, WARRANTY AND REPLACEMENT** **POLICY**

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## INTRODUCTION

- Welcome to HERHOLDT'S GROUP's Returns, Warranty, and Replacement Policy.
- We understand that occasionally clients may wish to Return Products purchased from HERHOLDT'S GROUP, and we strive to make the process as straightforward and hassle-free as possible. Our aim is to provide a seamless return process while maintaining fair and transparent practices. We are here to support you.

## RETURN PROCESS

- To begin the Returns Process please log a case, and obtain a case number through one of the following methods:
  - Online:** Fill in the RMA form on our website.
  - WhatsApp:** Send a message to our support line.
  - Phone:** Call our support team.
  - Email:** Send us an email.

**Note:** Return shipping costs are the responsibility of the customer.

## ELIGIBILITY FOR RETURN

- Important:** In accordance with the Herholdt's Group After Sales Terms and Conditions, products may be eligible for return under warranty either for convenience or in cases where the products are damaged or defective.
- Products eligible for return under warranty will either be repaired at no cost, receive a like-for-like replacement or will receive credit towards a replacement of their own choosing, depending on the product category and/or age.
- Inspection and Repairs**
  - Upon receipt of your product, HERHOLDT'S GROUP will inspect it within 7 business days. If repairs are necessary and/or possible
    - Repairs will be completed within 15 business days post-inspection.
    - If repairs take longer, a loan unit will be provided.
    - All repairs are at HERHOLDT'S GROUP's discretion
    - No handling fee will be charged.

The **eligibility criteria** for the returns, replacement, or repair of Products under warranty are as follow:

- Returns For Convenience**
  - Return within 30 days of purchase.
  - Product must be in original packaging, with all accessories and documentation.
  - No signs of damage or wear.
  - 10% handling fee for credits or refunds

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- No credits will be issued for cut lengths of cable/wire, buy-outs, discontinued items, and specially ordered items.

### 6.3. For Defects or Damage

- Within the manufacturer's warranty period.
- Defects in material or workmanship.
- No handling fee

**Important:** The decision to repair, replace, or provide credit is at Herholdt's Group's sole discretion.

## 7. Non-Qualifying Returns

If your product does not qualify under this policy, HERHOLDT'S GROUP will provide a quote for out-of-warranty repairs. Customers will be notified of the costs and may choose to have the product returned at their expense

## 8. Warranty Periods

**Important:** The manufacturer warranty periods vary by product category. All warranty periods start from date of purchase from Herholdt's Group.

- 8.1. **Electrical Components:** 1 year from purchase date.
- 8.2. **Solar Panels:** 10 years from purchase date.
- 8.3. **Batteries:** 5-10 years from purchase date.
- 8.4. **Inverters:** 5-10 years from purchase date.
- 8.5. **OEM Products:** Warranty furnished by the Original Equipment Manufacturer shall apply.
- 8.6. **Containers:** Products contained within the container(s) are warranted as per the product categories listed herein. Containers carry the following warranties:
  - 1 year for electric components
  - 1 year for construction (referring to fitting & assembly)
  - 1 year for workmanship (referring to the installation of equipment)
  - 5 years manufacturing (referring to the structure and the DB Boards that are manufactured by Herholdt's Group).

## PRODUCT REPLACEMENT AND CREDIT

9. **Important:** Products which qualify under this Policy, that are not repaired, may be returned to Herholdt's Group in exchange for a credit, which can be allocated towards the purchase of a replacement unit.
10. The amount of credit a customer receives for returns which are not repaired is based on the remaining useful life of the Product / Good, determined by the manufacturer warranty and will be calculated on current prevailing price/original purchase price, whichever is lower.
11. Non repairable returns within warranty period are eligible for credits less depreciation as calculated below.

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**12. Qualifying Returns are Eligible for the following Credit:**

- 12.1. **Electrical Components:** Depreciate 100% per year.
- 12.2. **Solar Panels:** Depreciate 10% per year.
- 12.3. **Batteries:** Depreciate 10%-20% per year.
- 12.4. **Inverters:** Depreciate 10%-20% per year.
- 12.5. **Containers:** Depreciation 100% per year

**13. Exceptions and Limitations**

HERHOLDT'S GROUP may, in its sole discretion, reject warranty returns if:

- 13.1. A Client has failed to meet its payment obligations to HERHOLDT'S GROUP, as required, or whose account is overdue with HERHOLDT'S GROUP.
- 13.2. Products were installed by non-compliant installers.
- 13.3. Products were damaged during installation, due to misuse or unauthorized modifications.
- 13.4. If a product is no longer available, HERHOLDT'S GROUP reserves the right to offer a similar product of equivalent value or issue a prorated credit, based on the remaining warranty period.

**14. Direct Manufacturer Support**

Customers might be required to contact the manufacturer directly when returning specific products.

**15. Contact Information**

For any RMA requests or inquiries, please contact:

- 15.1. **Customer Service Email:** [technicalsupport@herholdts.co.za](mailto:technicalsupport@herholdts.co.za)
- 15.2. **Phone:** +27 10 499 1319 or 087 630 0676
- 15.3. **WhatsApp:** +27 10 499 1365
- 15.4. **Address:** Selected Herholdt's Group Service Centre Branches

**POLICY UPDATES**

- 16. HERHOLDT'S GROUP reserves the right to update this Returns Policy at any time. Customers will be notified of any significant changes via our website. To ensure you are always informed we request our clients to regularly check the HERHOLDT'S GROUP website.
- 17. For more detailed terms and conditions, please refer to our After Sales Terms & Conditions.

We hope this policy provides clear guidance.

If you have any questions, please contact our support team.

Thank you for choosing HERHOLDT'S GROUP!