

	Herholdt's Group <i>After Sales Terms and Conditions</i> Document No: POL-041-FIN		Revision No:	1.0
			Next Revision Date:	Aug 26
			Effective Date:	Aug 25

HERHOLDT'S GROUP **AFTER SALES TERMS AND CONDITIONS**

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HERHOLDT'S GROUP AFTER SALES TERMS AND CONDITIONS

INTRODUCTION

1. At HERHOLDT'S GROUP, we are dedicated to providing high-quality products and exceptional customer service. We recognize that there may be times when a product needs to be returned for repair or replacement. Our After Sales Terms and Conditions outline the process to ensure a smooth and efficient experience for you.

RMA PROCESS

2. To initiate a Return Merchandise Authorization (RMA), choose from the following options:

- 2.1. **Online:** Visit our website and complete the RMA form.
- 2.2. **WhatsApp:** Send a message to our support line.
- 2.3. **Phone:** Call our support lines to speak with a representative.
- 2.4. **Email:** Send an email to our support team.

3. Once a case is logged, you will receive a case number and further instructions on how to proceed with the return. No action will be taken without a case number. This includes remote and onsite support.

SERVICE CHANNELS

4. **In-House Repair Services:** Most HERHOLDT'S GROUP warehouses have onsite technical service centres for the repair and maintenance of HERHOLDT'S GROUP products, including inverters, batteries, smart meters, and other electrical and electronic devices.

5. **Remote Assistance:** Available via phone, WhatsApp, and email.

6. **Onsite Assistance:** Provided once other forms of assistance are exhausted. Scheduling and fees will be communicated by an HERHOLDT'S GROUP service technician.

OPERATION HOURS

7. **Technical Service Centres:** Monday to Friday: 8:00 AM - 5:00 PM

8. **Remote Assistance:** Monday to Sunday: 8:00 AM - 5:00 PM

9. **Onsite Assistance:** Monday to Friday: 8:00 AM - 5:00 PM

RESPONSIBILITIES

10. **Service Centres:** Responsible for the repair and maintenance of products sold by HERHOLDT'S GROUP, addressing issues and malfunctions covered under product warranties. Repairs or replacements are done according to warranty terms and conditions.

11. **Limitation of Responsibility:** Service centres are not responsible for installation issues, external damages, misuse, or unauthorized modifications of the products.

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FAILURE CATEGORIZATION AND WARRANTY CLASSIFICATION

12. Out of Box (OOB) Failures

Failures or defects observed immediately after the product is unboxed, indicating manufacturing or quality control issues.

- 12.1. Physical damage
- 12.2. Non-functioning components
- 12.3. Missing parts or accessories
- 12.4. Power issues
- 12.5. Display/interface issues

13. Warranty Failures

Failures during the warranty period not due to misuse, accidents, or external factors.

- 13.1. Component malfunction
- 13.2. Software issues
- 13.3. Battery failures
- 13.4. Unexpected shutdowns/restarts
- 13.5. Connectivity issues

14. Out of Warranty Failures

Failures occurring after the warranty period or not covered by the warranty.

- 14.1. Wear and tear
- 14.2. Accidental damage
- 14.3. Unauthorized modifications
- 14.4. Exceeding operational parameters

PRODUCT REPAIR AND RETURN PROCESS

15. **Receipt and Documentation:** Log a case using support channels. A case number is issued along with instructions. Return merchandise in original packaging to avoid damage. A basic inspection will be done upon receipt.

16. **Diagnosis:** Full diagnosis determines if the unit will be repaired under warranty.

17. **Repair:** Technicians will repair or replace the unit, depending on the diagnosis.

18. **Packaging and Return:** The unit is returned in the same packaging with a detailed service report. Customers are notified when the unit is ready for pickup.

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LOAN AND REPLACEMENT UNITS

19. **Loan Units:** Provided at HERHOLDT'S GROUP's discretion, merit, and availability, after assessment by a technician.
20. **Replacement Units:** Issued after assessment and approval. If a different replacement unit is requested, the customer is liable for any price difference.

BATTERY RETURNS

21. **First Year:** Like-for-like replacement or 100% credit value.
22. **After First Year:** Depreciation applies annually. For batteries older than a year, a credit note for the remaining value after depreciation will be issued. This credit note can only be used to purchase a replacement unit.
23. For batteries with a warranty period between 5-10 years, the same credit value depreciation applies. However, support and warranty services will continue up to the specified warranty period provided by the manufacturer.

NON-LIKE-FOR-LIKE REPLACEMENTS

24. Customers pay the price difference.
25. Credit note issued for the faulty unit and a new sales invoice for the replacement.

CONTAINERISED ENERGY STORAGE (CES)

26. **CES Products are Subject to Individual Warranty and Returns Conditions.** The following warranty periods apply:
 - 26.1. **Electrical:** 1 year
 - 26.2. **OEM Products:** specific to the product category and manufacturer
 - 26.3. **Construction:** 1 year (referring to fitting & assembly)
 - 26.4. **Workmanship:** 1 year (referring to labour)
 - 26.5. **Manufacturing:** 1 Year (referring to the container itself and the DB Boards that are manufactured by Herholdt's Group)

GENERAL WARRANTY NOTES

27. This warranty may not apply if the defect or malfunction occurs due to any of the following exclusionary conditions:
 - 27.1. Products were installed by non-compliant installers.
 - 27.2. Not following the operating and maintenance instructions, including those contained specifically in the Handover Document (Containers).
 - 27.3. Products were damaged due to misuse or unauthorized modifications.
 - 27.4. Not adequately maintaining the product properly, whether or not specific maintenance instructions were provided with the product.

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- 27.5. Normal wear and tear, accidents, improper application, storage damage, negligence, or modifications that don't meet Herholdt's Group, Suppliers' or OEM specifications.
 - 27.6. Circumstances specific to the buyer or subsequent owner that are beyond Herholdt's Group's control.
 - 27.7. The buyer or owner did not promptly report any product defect or issue to Herholdt's Group.
 - 27.8. 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.
 - 27.9. In the event of Force Majeure.
 - 27.10. Products eligible for return under warranty will either receive a like-for-like replacement or will receive credit towards a replacement of their own choosing depending on the product type and age.
 - 27.11. 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.
28. For further clarity on the warranty period, please refer to the HERHOLDT'S GROUP Returns, Warranty, and Replacement Policy. This policy is subject to change.

CONTACT INFORMATION

29. For any RMA requests or inquiries, please contact:
- 29.1. **Customer Service Email:** technicalsupport@herholdts.co.za
 - 29.2. **Phone:** +27 10 499 1319 or 087 630 0676
 - 29.3. **WhatsApp:** +27 10 499 1365
 - 29.4. **Address:** Selected Herholdt's Group Service Centre Branches

TERMS & CONDITIONS UPDATES

30. HERHOLDT'S GROUP reserves the right to update these After Sales Terms and Conditions at any time. Customers will be notified of significant changes via our website.