

## AREPL WARRANTY CLAIM FORM

### REQUIREMENTS FOR COMPLETING THE FORM

Please clearly state the model and serial number of the solar panels (which are damaged) . This will allow our experts to process your request quickly.

Please clearly state your contact details, company name, E-mail and telephone number. Please do not hesitate to give your contact information, so that we may contact you without delay.

Please describe the problem or your problem with the module in detail.

**Warning!** Forms with a description of the fault Please note that forms citing "Trouble description" and "Does not work" will not be taken into consideration. Please describe in detail.

If the damage is caused by wrong transport or wrong unloading at the recipient's warehouse, the order will not be processed (this must be notified when unloading)

### Procedure For Contacting Technical Support

In the event of a fault in the solar panels, the customer must contact the service center at the email below

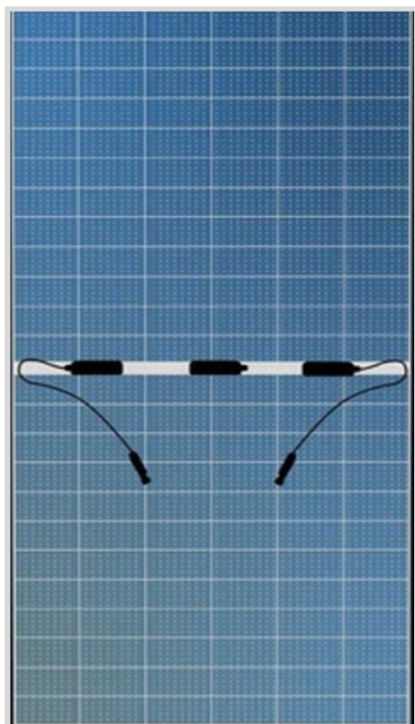
[arepl@agrawalgroupgoa.com](mailto:arepl@agrawalgroupgoa.com) with the clear mentioned points and the list of documents mentioned in the below table

Our service engineers process all incoming requests and contact customer to confirm details or give immediate recommendations for elimination of the problem.

The defective panels are checked by the service engineers online or offline depending on the problem to determine if they meet the warranty requirements. If the equipment has been subjected to abnormal operation. the warranty is void.

If checking the serial number of the customer's unit reveals that it does not exist in the factory's serial number database, the customer must provide proof of purchase from the manufacturer by providing the purchase order which customer has given at the time of purchase.

In case the customer claims that the rated output of the solar module does not correspond to the technical data stated on the back sheet of the panel, he is obliged to provide the company with a flash test report. The customer has to pay for the independent expertise of the company. In the event of an independent expert examination



**Fill Details**

<b>First Customer Name</b>	
<b>Purchase Order Number</b>	
<b>Copy of Installation Report and date of commissioning</b>	
<b>Periodical Maintenance report of at least 2 months</b>	
<b>Module Type and Serial number</b>	
<b>Clear Description of Problem faced</b>	
<b>High Quality pictures of defective panels</b>	
<b>Picture of system and surrounding environment</b>	
<b>Contact person detail</b>	
<b>Contact Email ID</b>	