

# ENERPLEX WARRANTY

## Product Warranty Period

All new EnerPlex products carry a one (1) -year Limited Warranty from date of purchase against defects in material and workmanship. The sales receipt from the first consumer purchase, or other reasonable documentation showing proof of purchase, is required to establish the start date of the warranty period.

## Acknowledgement

By purchasing at EnerPlex you acknowledge that you have had an opportunity to **review and accept** EnerPlex's Warranty Terms and Conditions, including limitations, exclusions and disclaimers in these terms.

## Exclusions and Limitations

EnerPlex will replace, at EnerPlex's option and expense, any EnerPlex product that fails to operate during the applicable warranty period due to a defect in workmanship or material. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

If you return your product within the first thirty (30) days of purchase, you will receive a new replacement unit. Replacement units that are sent for products that are returned to us after the first thirty (30) days of purchase may be refurbished units of similar cosmetic wear. Replacement products provided pursuant to this Limited Warranty shall be subject to the EnerPlex Limited Warranty only for the balance of the original warranty period on the product being replaced.

This Warranty is limited to the original consumer purchaser of the EnerPlex product(s) and is **not** transferable to any subsequent owner.

EnerPlex's Limited Warranty does **not apply** to (i) any product that is misused, abused, modified, damaged by accident, or used for anything other than normal consumer use as authorized by EnerPlex's User Manuals and other product literature, OR (ii) any product purchased through a third party vendor (ie: eBay or unauthorized Amazon sellers or physical stores without an agreement with EnerPlex). For a list of Authorized Enerplex resellers, please refer to the Where to Buy section on the [www.goenerplex.com](http://www.goenerplex.com) web site.

## Money Back Guarantee

EnerPlex's priority is your 100% satisfaction with your purchase. If you are unsatisfied, for whatever reason, with your purchase, you can return it to the original place of purchase within 30 days of receipt of item(s). Claims for damaged or missing items must be received within two

business days of receipt of merchandise.

### **What Isn't Covered**

EnerPlex's Limited Warranty will not cover product failure because the owner of the product broke it, any incidental damages, or any product that has been opened that isn't intended to be opened – Please do not try to correct any failure issues that the product may be experiencing.

In addition, this Warranty does not apply to products that are not EnerPlex branded even if packaged or sold with EnerPlex products. Please contact the other manufacturer directly for technical support and customer service.

### **How to Submit Your Claim**

To submit your claim under the aforementioned Limited Warranty, please (i) fill out the form located on our website, [www.goenerplex.com](http://www.goenerplex.com), located under the “Support” tab, then under “Inquiry and Support,” OR (ii) by emailing [support@ascentsolar.com](mailto:support@ascentsolar.com) and providing as much detail and information as possible, OR (iii) by calling the EnerPlex support line at 1-(720) 872-5100.

Your Inquiry will be responded to within 24 to 48 hours. Once the inquiry is received, should you need a replacement product or to send your product back to obtain a refund, you will be provided with a prepaid return label and a unique RMA (Returned Merchandise Authorization) number, as long as proof of purchase is provided. You must properly package the product, and must include the prepaid return label and if possible a physical copy of the proof of purchase.

Upon reception of the said defective product, we will inspect the unit and determine if a free replacement or full refund is to be given. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our discretion.