



Silfab Solar Inc.
240 Courtneypark Drive East
Mississauga, Ontario, Canada L5T 2Y3
Tel: +1-905-255-2501
Fax: +1-905-696-0267
Web: www.silfab.ca
Email: info@silfab.ca

Return Merchandise Authorization (RMA) Procedure

United States, Canada, and Mexico

To obtain repair or replacement service, credit or refund (as applicable) under the Limited Warranty, the customer must comply with the following policy and procedure:

Step 1: RMA Inquiry

- Contact a Silfab Solar Customer Service representative to evaluate the problem while the Silfab Solar product is in the field. Solar professionals can submit a warranty claim inquiry of concern online at <http://www.silfabsolar.com/rma/> or via telephone 1-905-255-2501 ext.792.
- **PLEASE NOTE:** Warranty claims may only be made by the original purchaser or a person to whom title to the applicable product has been transferred, provided that any such transfer is undertaken in its original configuration.

Step 2: RMA Submission

- If in-field evaluation does not solve the problem, customer may return the defective product to Silfab Solar with a Return Merchandise Authorization (RMA) number which they can obtain by filling out the online form inquiry at <http://www.silfabsolar.com/rma/>. Once received, a person from the Silfab Quality department will contact them. Please note all cases must have a RMA number. To obtain a RMA number, the online RMA request must include the following information:
 - Proof-of-purchase of the defective product in the form of (1) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or (3) the dated invoice or purchase receipt showing the product exchanged under warranty;
 - Model number of the defective product;
 - Serial number of the defective product;
 - Detailed description of the defect; and
 - Photo(s) of defect or damage product
 - Shipping address for return of the repaired or replacement product (as applicable).

Step 3: Shipping



- Upon issuance of a RMA number, Silfab Solar will request the customer to ship the defective modules to the Silfab Solar manufacturing facility at customer's expense. **Silfab Solar requires the defective product to be returned to their manufacturing facility to be reviewed and evaluated for defects before any repair or replacement service, credit or refund can be determined.** If requesting immediate replacement, please contact your Silfab Solar Sales contact for next steps.
- **PLEASE NOTE:** The returned defective product must not have been disassembled or modified without the prior written authorization of Silfab Solar. All defective product authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product.

Step 4: Evaluation

- Once the defective products arrive at the Silfab Solar manufacturing facility, the customer will be notified by e-mail of their arrival. Silfab Solar Quality team will evaluate the retired modules within 24 hours to determine if a replacement is required. The Quality team will then communicate the results to all in copy.

Defective Classification

- If the module(s) for which the warranty claim is made is proven defective under the Silfab warranty, then Silfab Solar, at its sole discretion, will either:
 - Repair the affected product and return it to the Purchaser at the Purchaser's expense, or
 - Provide a new and/or refurbished replacement product shipped to the Purchaser at the Purchaser's expense, or
 - Refund a reasonable pro-rata portion of the amount paid by the Purchaser for the affected product, taking into account the period of reduced power output or functionality for the affected product and as calculated above.

Any repair or replacement of an affected product shall not increase the applicable warranty period. Silfab Solar will create the return order within 24 hours.

Non-Defective Classification

- If the module(s) for which the warranty claim is made is proven non-defective, the Purchaser will refund to Silfab Solar the incurred and demonstrable testing expenses and will be shipped back to customer or replacement arranged at customer's expense.