

### Solar Lord Warranty Procedure

Step	Product service procedure description	
1	Customer contacts Solar Lord to report an issue.	
2	Customers details are registered	
	Identify if the issue is service or warranty following the steps below 4 through 14	
3	Service	Warranty
4	a System is not working or is having problems that require a service agent to be arranged to investigate the incident and identify any problems.	b Faulty item has been identified that requires replacement
5	a Issue a Service Request order to the service agent. If engaging to install new item under warranty Go to step 10a	b Send customer 1. Warranty claim form 2. Proof of purchase requested from customer
6	a Service agent Contacts customer and arranges a time to perform the service	b Customer completes claim form and returns to Solar Lord P/L Issued a Customer Reference Number - CRN
7	a report is issued to Solar Lord from service agent	b Invoice is raised and payment is made by client for transport of faulty item.
8	a Problem is rectified outside of warranty terms and conditions	b New item is packaged and dispatched from warehouse to client
9	a Faulty item is identified that requires replacement. Go to step 5b.	b Within the first 12 months from purchase, Solar Lord is to arrange a Service agent to replace faulty item/s. outside of this period the Customer arranges own service agent. Go to step 5a
10	a Faulty item is replaced and situation rectified	b Faulty item is returned for inspection to Solar Lord P/L
11	a Client is charged for services rendered by service agent	b Item is inspected and deemed to be not covered under warranty. Cost of item is payable by the customer
12	a Report is issued to Solar Lord from service agent	b Item is inspected and deemed to be faulty and covered under warranty. Cost of item not charged to the client
13	a Service report is updated	b Balance of any warranty is transferred to new item supplied.
14	a Client is issued with notification	b