

Return Merchandise Authorization (RMA) Process

United States, Canada

To obtain service under this Limited Warranty, the Certified Installer of an authorized APsystems distributor or Integrator must comply with the following procedures:

- Prior to being issued a Return Merchandise Authorization number ("RMA"), the Authorized Installer must contact an APsystems technical support representative to evaluate and troubleshoot the problem while the APsystems Microinverter is still installed in its original location, since many problems can be solved in the field.

Note: An RMA must be issued by APsystems Technical Support prior to the product being removed.

- If in-field troubleshooting does not solve the problem, APsystems may advise the Certified Installer to remove and return the defective product to APsystems, with a RMA number. The RMA number is provided by APsystems upon Authorized Installer's request and upon provision to APsystems of:
 - The serial number of the defective product
 - A detailed description of the defect
 - Proof-of-purchase. If the original purchaser of the product submitted a Warranty Registration, no further proof of purchase is required. If APsystems does not have a record of that registration, the Authorized Installer must also provide a copy of a dated invoice or purchase receipt from the original purchase of the Product, or the dated invoice or purchase receipt showing that product exchanged under warranty.
 - Shipping address for return of the repaired or replacement product.
- Unless advised otherwise in writing by APsystems, all defective products authorized for return **must** be returned within 30 days of receiving the replacement unit using the original shipping carton and return shipping label provided. Replacement labels will not be sent, return of product becomes customers responsibility if original label is lost. The Installer will be invoiced the replacement cost of the defective product if APsystems does not receive it with 30 days.

Note: A direct shipment fee of \$50.00 is payable prior to shipment for replacement product to addresses other than the registered installation company and/or authorized distributor. Notwithstanding direct shipment to a different address, the Certified Installer or Authorized Distributor requesting the RMA remains responsible for insuring compliance with all aspects of this RMA procedure.

The Installer should keep detailed records to document RMA transactions for future reference.

APsystems revises its RMA policies from time to time. The policies described herein replace all prior policies and are effective January 1, 2018.

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