

Warranty Declaration

Scope of Warranty

Warranties and guarantees can only be claimed if the installation and commissioning of solar system was done by professional personnel, as can be proved. We guarantee a 10 year warranty for the durability of all our The Mount Makers PV mounting products that are correctly mounted, installed and used.

Within the warranty period, The Mount Makers guarantees that we will replace or repair the defective components immediately. These are the exclusive and only services provides by The Mount Makers. The costs for examination and dismantling of the defective component, returning it to The Mount Makers and re-installation or compensation are excluded from this Warranty.

The Warranty is only valid if the mounting system has been treated as recommended and/or remained in the photovoltaic system originally installed, or if the PV system has been verifiably dismantled company during a change of location and subsequently got reinstalled in a professional way. The warranty period begins from the delivery or pick up date from The Mount Makers factory or warehouse. The replacement or repair of defective components does not extend the warranty period.

Transferability

Our Warranty is only provided to the original purchaser of the Frame from The Mount Makers (**Purchaser**) or, where the Purchaser is an installer or builder who on-supplies the Frame to another party, to that other party (**End-User**). Our Warranty is not otherwise transferable.

Warranty Exclusions and Limitations

The warranties provided herein do not cover damage, malfunctions or service failures caused by:

- ▶ Failure to follow The Mount Makers installation, operation or maintenance instructions.
- ▶ Installation of the SolaStrut and EcoStrut products in an environment for which they were not designed.
- ▶ Repair, modifications, or movement of product from its initial installation.
- ▶ Abuse, misuse, or acts of neglect.
- ▶ Fire, flood, pest damage, accidental breakage, actions of third parties and other events or accidents outside of The Mount Makers reasonable control and not arising under normal operating conditions.
- ▶ Breakage of modules when mounted in the SolaStrut and EcoStrut mounting system. Due care should be taken to ensure SolaStrut and EcoStrut products are used with structurally sound and certified solar panel types in accordance with solar panel manufacturers recommendations.

Warranty Claims

For warranty claims, the purchaser must prove that the mounting system's malfunctioning is exclusively the result of a defective component. Any claims made for defective components must be made in writing within the warranty period. A copy of invoice should be enclosed with the notification of the claim.

The warranty covers neither the costs for returning components nor the costs for sending repaired or replaced components. Installation, dismantling, support or other consequential costs are excluded in all cases.