



# Warranty Policy for jeri Solar Panel Products

## Limited Warranty Terms

### Warranty Period

The warranty period for our solar panel products is twelve (12) months, starting from the date of purchase by the original consumer purchaser. To establish the start date of the warranty period, the sales receipt from the first consumer purchase or any other reasonable documentary proof is required.

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

If the goods fail to be of acceptable quality and the failure does not amount to a major failure, then at our option you are also entitled to one of the following remedies (1) a refund, (2) have the goods repaired or (3) replaced.

The benefits given by this warranty are separate to any other rights and remedies you may have under laws in relation to the goods and services to which this warranty relates.

### Valid Proof of Purchase

A valid proof of purchase includes:

- A purchase order number from [www.jeripower.com](http://www.jeripower.com)
- A sales invoice or order confirmation email that clearly displays the product descriptions, price, and sales channel.

### Warranty Registration

Register your warranty at [www.jeripower.com](http://www.jeripower.com) or [www.clenergy.com.au/solution-centre/service-centre/](http://www.clenergy.com.au/solution-centre/service-centre/)

### Warranty Exclusions

Our warranty does not apply to the following:

- Any product that has been misused, abused, modified, accidentally damaged, or used for purposes other than normal consumer use as authorised in our current product literature.
- Damage caused by failure to use or maintain the product in accordance with the requirements stated in the product instruction manual.
- Disassembly and repair by anyone other than professional service personnel authorised by us.
- Damage caused by force majeure events such as lightning, fire, earthquake, flood, and other natural disasters.

## How to Claim Your Warranty

We strive to offer a straightforward and hassle-free warranty process to enhance your convenience.

To claim your warranty, please follow these steps:

- Visit our website at <https://www.clenergy.com.au/solution-centre/service-centre/>
- Complete the Warranty Registration form available on our website.

Alternatively, you can scan the QR code below to initiate your warranty claim:



## Replacement

Delivery of the replacement item will be scheduled within seven (7) business days (unless affected by unforeseen circumstances beyond our control) after confirming receipt of the faulty item at our warehouse. The availability of the replacement items will determine the final resolution.

## Contact Information

If you have any questions or require assistance with your warranty claim, please do not hesitate to contact us at the following:

**Phone:** +61 3 9239 8088

**Email:** [support@jeripower.com](mailto:support@jeripower.com)

**Website:** <https://www.clenergy.com.au/solution-centre/service-centre/>

Please note that this warranty policy is specific to our solar panels and may not apply to other products we offer.

