

# Limited Warranty

This LIMITED WARRANTY from RICH SOLAR warrants to the original consumer purchaser that this RICH SOLAR product will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified in Paragraph 2, below, subject to the exclusions set forth in Paragraph 5, below. The foregoing provisions state RICH SOLAR's entire liability, and your exclusive remedy, for any breach of warranty, express or implied. RICH SOLAR will not assume, nor authorize any person to assume for it, any other liability in connection with the sales of RICH SOLAR products.

## WARRANTY PERIOD.

The warranty period for RICH SOLAR's products:

### **1) Rigid Solar Panels: 25-year power output warranty**

**2) Portable Briefcase Solar Panels: 5 year power output warranty**

**3) Portable Power Stations: 2 years**

**4) Solar Charge Controllers: 2 Years (MPPT) | 6 Months (PWM)**

**5) Inverters: 2 years**

**6) Flexible Solar Panel: 1 year workmanship and materials**

**7) CIGS Flexible Solar Panel: 1 year workmanship and materials**

**8) LiFePO<sub>4</sub> Lithium Battery: 3 year manufacturer defect**

The warranty period for all other RICH SOLAR products and components is one (1) year from the date of original purchase by the original consumer. A sales receipt from the original consumer purchase, or other reasonable documentary proof, is required in order to establish

the start of the warranty period. If you completed the online RICH SOLAR Product Registration Form within thirty (30) days after purchasing your product, that registration can also establish the start date of the warranty period (but warranty coverage is not conditioned upon such registration).

REMEDY. RICH SOLAR will, at its option, (1) repair the product at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes RICH SOLAR's property. .

LIMITED TO ORIGINAL CONSUMER BUYER. This warranty is not transferable to any subsequent owner of a RICH SOLAR product.

EXCLUSIONS AND LIMITATIONS. This Limited Warranty applies only to hardware products manufactured by or for RICH SOLAR that can be identified by the "RICH SOLAR" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-RICH

SOLAR products, even if packaged or sold with RICH SOLAR products. Non-RICH SOLAR manufacturers, or suppliers may provide their own warranties. This warranty does not apply to: (i) to damage caused by accident, abuse, misuse, misapplication, or non-RICH SOLAR products; (ii) to damage caused by service performed by anyone other than RICH SOLAR; (iii) to a product or a part that has been modified without the written permission of RICH SOLAR; (iv) to a product where any RICH SOLAR serial number has been removed or defaced, or (v) to any product purchased through an online auction house. This limited warranty does not apply to any battery cell or product containing a battery cell unless the battery cell has been fully charged by you within seven (7) days after your purchase of the product and at least once every 6 months thereafter.

THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. RICH SOLAR SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF RICH SOLAR CANNOT LAWFULLY DISCLAIM IMPLIED WARRANTIES UNDER THIS LIMITED WARRANTY, ALL SUCH WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. No RICH SOLAR reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. IN NO EVENT WILL RICH SOLAR BE LIABLE FOR ANY DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL

DAMAGES ARISING FROM ANY USE OR MALFUNCTION OF ANY RICH SOLAR PRODUCT, OR FROM ANY BREACH OF WARRANTY, INCLUDING DAMAGE TO OTHER DEVICES. IN NO EVENT WILL RICH SOLAR'S LIABILITY FOR ANY CLAIM, WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), OR UNDER ANY OTHER THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY YOU FOR THE RICH SOLAR PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**OBTAINING WARRANTY SERVICE.** To obtain warranty service, you must contact our customer service team via telephone at 1-800-831-9889, or via email at [sales@richsolar.com](mailto:sales@richsolar.com). If our customer service team determines that this is a warranty matter, they will give you a Return Material Authorization ("RMA") number. You must properly package the product, clearly marking the RMA number on the package and including proof of your purchase date with the product. You must then send the product by mail or courier, with shipping costs paid by you, to RICH SOLAR at 5550 Jurupa St Ontario, CA 91761. We will process your return and send your repaired or replacement product to you at our expense for product being shipped to locations in North America. For product purchased or being shipped outside of North America, please contact the local distributor from whom you purchased the product, or email [sales@richsolar.com](mailto:sales@richsolar.com) to obtain further distributor information.

