

## Return Merchandise Authorization Procedure

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### Caribbean

To obtain repair or replacement service, credit, or refund (as applicable) under the Limited Warranty, the customer must comply with the following policy and procedure:

- System owners may contact their installer of record to evaluate and troubleshoot the problem while the Enphase product is in the field.
- Installers can log in with their Enlighten information and submit a warranty claim online at <https://service.enphaseenergy.com/>.
- Alternatively, installers can contact an Enphase Customer Service representative to evaluate and troubleshoot the problem while the Enphase product is in the field, since many problems can be solved in the field. Enphase Customer Support contact details can be found on our website.
- If in-field troubleshooting does not solve the problem, Enphase will provide an RMA number to the customer. To obtain an RMA, the following information will be required if the product is not registered to a system in Enlighten or upon Enphase's discretion.
  1. Proof-of-purchase of the defective product in the form of (a) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (b) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or (c) the dated invoice or purchase receipt showing the product exchanged under warranty;
  2. model number of the defective product;
  3. serial number of the defective product;
  4. detailed description of the defect; and
  5. shipping address for return of the repaired or replacement product (as applicable).
- Upon issuance of the RMA, Enphase will deliver the replacement device to the destination country's port of entry. It will be the requestor's responsibility to import the product through customs and pay any applicable duties. In certain circumstances, Enphase may require the defective device to be returned prior to shipment of replacement products.
- When a defective product is requested for return, the return must be returned in the original shipping container or other packaging that is equally protective of the product.
- If the defective product which is requested for return is not made available for pickup within 30 days of issuance of the RMA, Enphase will invoice the customer, and the customer will pay the then-current list price for such new product or part.
- The returned defective product must not have been disassembled or modified without the prior written authorization of Enphase.