

Return Merchandise Authorization Procedure

Fiji

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, the customer may initiate a request for a replacement to Enphase with a Return Merchandise Authorization (RMA) number which the customer must request from Enphase. The RMA request must include the following information:
 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 replacement product (as applicable).
- Upon issuance of the RMA, Enphase Energy will ship the replacement unit to the address specified by the installer. In certain circumstances, Enphase may require the defective device to be returned prior to shipment of replacement products.