Return Merchandise Authorization Procedure

Australia

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. If the system owner has no installer associated with their system, they may visit the Enphase Installer Locator online at https://installers.enphase.com/locator.html to find a service firm in their area.
- Solar professionals can log in with their Enlighten information and submit a warranty claim online at https://service.enphaseenergy.com/.
- Alternatively, solar professionals 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 can be reached at 1800 006 374 (Australia).
- If in-field troubleshooting does not solve the problem, customer may return the defective product to Enphase with a Return Merchandise Authorization (RMA) number which 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 return of the repaired or 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.
- When the replacement unit arrives, you or your service representative must place the defective device into the same shipping box, apply a shipping tag, and either call the shipping vendor or drop off the box at the nearest shipping location. All defective product authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product. Visit http://returnlabel.enphaseenergy.com to generate a return shipping label.
- If the defective product or part is not received by Enphase within 60 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.
- If in-field troubleshooting of the Enphase product is not able to be accomplished because the Gateway device does not exist or is not operational and the unit is determined upon receipt and testing by Enphase personnel as being fully operational (no trouble found), the owner will incur a $200 USD handling fee.
- The returned defective product must not have been disassembled or modified without the prior written authorization of Enphase.

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