

## Return Merchandise Authorisation Procedure for Europe

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:

1. Contact an Enphase Customer Support representative to evaluate and troubleshoot the problem **before the Enphase product is removed from its installed location**, since many problems can be resolved in the field:

United Kingdom: +44 (0) 1908 828 928      support\_uk@enphase.com

2. If in-field troubleshooting does not solve the problem, the customer may return the defective product to Enphase with a Return Merchandise Authorisation Number (RMA) which the customer must request from Enphase. The RMA request must include the following information:
  - a. Proof-of-purchase of the defective product in the form of (1) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or (3) the dated invoice or purchase receipt showing the product exchanged under warranty;
  - b. model number of the defective product;
  - c. serial number of the defective product;
  - d. detailed description of the defect; and
  - e. shipping address for return of the repaired or replacement product (as applicable).

3. Upon issuance of the RMA:

### **For an Enphase AC Battery**

- a. To return a faulty battery the UN certified battery packaging is required. This can be sourced either from your distributor or by contacting Enphase Customer Support. The installer will attend site to uninstall the faulty battery unit and, using the packaging provided, pack the faulty battery unit for transportation.
- b. The installer will transport the packaged faulty battery back to their business location and, using documentation provided by Customer Support arrange for return shipping to Enphase. Note that collection of the faulty unit is not possible from a residential address, it can only be collected from a business address. A copy of the shipping paperwork should also be emailed to Enphase Customer Support for our records.
- c. Once the faulty unit has been registered as collected by our transport company, a replacement unit will be released for shipment to either the Enphase RMA Service Partner or the address where the Enphase equipment was installed (as applicable).
- d. If required, Enphase Customer Support can assist with registering the replacement unit to the Enlighten site to ensure satisfactory completion of the replacement.

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- e. If in-field troubleshooting of the Enphase AC Battery is not able to be accomplished because the Envoy device is not operational and the unit is determined upon receipt and testing by Enphase personnel as being fully operational (no trouble found), the installer will incur a 250 € handling fee (£250 in the United Kingdom) shipping and processing costs.
- f. The returned defective product must not have been disassembled or modified without the prior written authorisation of Enphase.

### **For other Enphase products:**

- a. Enphase will ship the replacement unit to either the Enphase RMA Service Partner or the address where the Enphase equipment is installed (as applicable). In certain circumstances, Enphase may require the defective device to be returned prior to shipment of replacement products.
- b. When the replacement unit arrives, the customer or the Enphase RMA Service Partner representative must place the defective device into the same shipping box, apply a shipping tag, and call the shipping vendor to arrange collection. All defective product authorised for return must be returned in the original shipping container or other packaging that is equally protective of the product.
- c. The warranty holder must return the defective materials in the original packaging or equivalent within 60 days. If the defective product or part is not received by Enphase within 60 days of issuance of the RMA, the customer will be charged for the replacement unit at the current price for such new product or part.
- d. If the defective product or part is not received by Enphase within 60 days of issuance of the RMA, the customer will be charged for the replacement unit at the current price for such new product or part.
- e. If required, Enphase Customer Support can assist with registering the replacement unit to the Enlighten site to ensure satisfactory completion of the replacement.
- f. If in-field troubleshooting of the Enphase product is not able to be accomplished because the Envoy 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 installer will incur a 100 € handling fee (£100 in the United Kingdom).
- g. The returned defective product must not have been disassembled or modified without the prior written authorisation of Enphase.