

## Return Merchandise Authorization Procedure for Regions Where Enphase Has Not Obtained Certification (Global Offering)

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Enphase has obtained certification for its products to be operated in certain countries, and for those countries, there is a defined RMA process. This document addresses the RMA procedure for countries in which product-certification has not been obtained by Enphase.

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:

- 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 by visiting [www.enphase.com/support](http://www.enphase.com/support) or by calling +1 877-797-4743.
- 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 (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;
  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, pack the defective device in the original shipping container or other packaging that is equally protective of the product and ship to the authorized distributor where the original purchase was made. Enphase is not responsible for paying the shipping cost.
- Upon receipt of the defective (RMA) device, Enphase will ship a replacement unit to the authorized distributor where the failed unit was originally purchased or to the authorized distributor for your region, if one exists. Enphase will pay for shipping to the authorized distributor. Customers must coordinate shipping method and costs with the authorized distributor for final delivery of the replacement unit.
- 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 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.