



WARRANTY AND CLAIM INFORMATION FORM

SOLAR ROOF MARKET

SKSL/04-CS-003-2020

NO.:

1. CUSTOMER CONTACT INFORMATION			
Customer Company Name*		Customer Name	
Email Address*		Contact phone No*	
2. PROCUREMENT INFORMATION			
Purchase date (Invoice)*		SKI-SOL Sales person/Distributor* (Contact details)	
Module procurement unit price (Per watt) :			
3. PRODUCT INFORMATION			
Product Model/Item no*		Total Quantity (in Pcs)*	
Date problem identified*		Damage Quantity*	
Defect Type*			
4. SYSTEM DESCRIPTION			
Location*			
Installation date*		System commission date	
System type (Off grid/On grid)*		Inverter Type	
5. PRODUCT CLAIM DETAIL INFORMATION			
Claimed person identity (Installer/Distributor/End user)*:			
Module Serial Number	Module Type	Defect Type (attach photos of defects)	Testing Method/Procedure

Solution Preferred (Please tick)*	<input type="checkbox"/> Repair	<input type="checkbox"/> Replacement	<input type="checkbox"/> Refund
Any suggestions or advice			
Document required for Claim modules*			
1) Photos of each defected module and identify using module serial number*	2) Photos of inspection result and other conditions (Example - weather)*	3) Power generation data	

Notice: Please email this form to SKI-SOL customer service here: service@ski.sol.com

Terms and Conditions:

1. All claims are subject to review and are limited by original warranty.

2. Before the cause of any issue is determined, SKI-SOL will not be held liable for the indirect cost of resolving defects, such as testing fees, delivery, disassembly fees, etc.

3. Please attach a copy of the original invoice as proof of purchase.

4. SKI-SOL cannot accept any unauthorised return shipment or transportation by any customer. SKI-SOL will not be responsible for such cases.

I agree with all these terms and conditions are above mentioned
(Please tick to agree)

Customer Signature

THIS SECTION FOR SKI-SOL CUSTOMER SERVICE USE ONLY

Customer Service Engineer Contact Information

Case Manager Name		Email Address	
Contact Number			

Schedule to complete Investigation

Forecast Complete schedule		Incase of delay, provide reason	
Actual Complete Schedule			

**Investigation of Problem and Solution to recovery :
(If required, also can provide and attach analysis report)**

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Customer Service Engineer Signature	Approval of Customer Service Manager