



## WARRANTY AND CLAIM INFORMATION FORM

### GROUND POWER STATION

**SKSL/04-CS-002-2018**

**NO.:**

1. CUSTOMER CONTACT INFORMATION			
Customer Company Name*		Customer Name	
Email Address*		Contact phone No*	
2. PROCUREMENT INFORMATION			
Invoice date*		Product Order No*	
Place of Purchase		SKI-SOL Sales person/Distributor* (Contact details)	
Module procurement unit price (Per watt) :			
3. PRODUCT INFORMATION			
Product Model/Item no*		Total Purchase Volume (In MW)*	
Total Quantity (in Pcs)*		Date problem identified*	
Damage Quantity*		Defect Type*	
4. SYSTEM DESCRIPTION			
City/Province/Country*		Location Longitude & Latitude*	
Installation Type (Roof/Ground)*		Installation date*	
System commission date		System Power generation data (10 days before and after data Problem discovered)	
System type (Off grid/On grid)*		Total project capacity*	

Failure Modules Position in string and Block no*			
Failure Modules Inverter no. / String Combiner Box no.			
<b>5. PRODUCT CLAIM DETAIL INFORMATION</b>			
Claimed person identity (Installer/Distributor/End user)*:			
Detail of claim modules (Please complete the below items)*:			
Module Serial Number	Module Type	Defect Type (attach photos of defects)	Testing Method/Procedure
Solution Preferred (Please tick)*	<input type="checkbox"/> <b>Repair</b>	<input type="checkbox"/> <b>Replacement</b>	<input type="checkbox"/> <b>Refund</b>
Any suggestions or advice			
<b>Documents required to claim modules*</b>			
1) Photos of each defected module and identify using module serial number*	2) Photos of Installation & Power Plants and System layout*	3) Inspection result and other conditions (Example - weather)*	4) Power generation data*
5) Procurement Contract/PO*	6) Drawing of mounting system*	7) Claimed Payment list and Invoice*	

**Notice:** Please email this form to SKI-SOL customer service here: [service@ski.sol.com](mailto: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 will not accept any unauthorised return shipment or transportation by any customer. SKI-SOL will not be responsible for such cases.

I agree with all these above mentioned terms and conditions  
(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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<b>Customer Service Engineer Signature</b>	<b>Approval of Customer Service Manager</b>