

PRODUCT RECEIPT AND HANDLING GUIDELINES FOR PARTNERS

TABLE OF CONTENTS

- ▶ EVERYTHING MATCHES THE ORDER
- ▶ QUANTITY DISCREPANCY ONLY
- ▶ PACKAGING DAMAGE ONLY
- ▶ PRODUCT DAMAGE ONLY
- ▶ BOTH PACKAGING AND PRODUCT DAMAGED
- ▶ INCORRECT PRODUCT

- ▶ IMPORTANT REMARKS
 - ▷ IN CASE OF PERSONAL PICKUP
 - ▷ IN THE CASE OF COLLECTIVE TRANSPORT (SHUTTLE) FROM SOLAR KIT'S WAREHOUSE
 - ▷ VISIBLE DAMAGE ON ARRIVAL
 - ▷ MINOR OR UNCERTAIN DAMAGE
 - ▷ DOCUMENTATION REQUIREMENT

Below you can find a detailed description of the steps to be taken in case of various damage situations on receipt of the products. Following these procedures is important to ensure that claims are handled quickly and efficiently.

EVERYTHING MATCHES THE ORDER

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If everything is in order, they should sign the delivery note.
3. **Important!** If there is no comment on the delivery note, it is considered as acceptance without defect. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

QUANTITY DISCREPANCY ONLY

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If the products arrived undamaged but in incorrect quantity, compare the order with the delivery note and the quantity received.
3. Make an on-site report with the carrier recording the discrepancy in quantity of the good(s) compared with the delivery note.
4. Take a photo documentation and attach it to the claim.
5. Acceptance of the product(s) may be conditionally accepted by writing a note, provided the goods themselves are in good condition and without damage.
6. **Important!** If there is no note on the delivery note, it is considered as acceptance without defect. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

PACKAGING DAMAGE ONLY

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If the packaging is damaged but the product(s) are undamaged and in the correct quantity, they can be accepted.
3. Make an on-site report with the carrier recording the fact that the packaging is damaged and the products are intact.
4. Take photo documentation and attach it to the claim.
5. Acceptance of the product(s) may be conditionally accepted with a note, despite the damaged packaging, provided that the product(s) themselves are in good condition and undamaged.
6. **Important!** If there is no note on the delivery note, it is considered as acceptance without defect. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

PRODUCT DAMAGE ONLY

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If the product is damaged, the acceptance must be refused.
3. Make an on site report with the carrier recording the damage of the product.
4. Take photo documentation and attach it to the claim.
5. Refuse acceptance and return the product.
6. The damaged product(s) will be replaced and the buyer will receive the new, undamaged product(s).
7. **Important!** If there is no comment on the delivery note, it is considered as acceptance without defect. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

BOTH PACKAGING AND PRODUCT DAMAGED

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If both the packaging and the products are damaged, acceptance must be refused.
3. Make an on site report with the carrier recording the fact that the packaging and the products are damaged.
4. Take photo documentation and attach it to the claim.
5. Deny receipt and return the product(s).
6. The damaged product(s) will be replaced and the buyer will receive the new, undamaged product(s).
7. **Important!** If there is no note on the delivery note, it is considered as acceptance without defect. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

INCORRECT PRODUCT

PROCEDURES

1. The customer must check the quantity and quality of the product(s). To check this, the packaging may be opened, provided that it can be securely closed.
2. If the product is not as ordered, but the product has been delivered undamaged, compare the order with the delivery note and the quantity received.
3. Take photo documentation and attach it to the claim.
4. Contact us where we will agree on the next steps.
5. **Important!** If there is no comment on the delivery note, it is considered as a faultless receipt. By signing, the buyer acknowledges that the products are without damage and that he/she has received them in the same quantity as listed on the delivery note. He/she can therefore no longer make a claim for damage or non-conformity.

IMPORTANT REMARKS

IN CASE OF PERSONAL PICKUP:

Damaged product(s) must be refused on site. The buyer must inspect the products thoroughly and report any damage or non-conformity immediately.

IN THE CASE OF COLLECTIVE TRANSPORT (SHUTTLE) FROM SOLAR KIT'S WAREHOUSE:

In all cases, a photo of the product(s) is taken before loading to certify that they are undamaged.

VISIBLE DAMAGE ON ARRIVAL:

If you notice any external damage to the packaging (e.g., torn film, broken plastic straps, shifted solar panels, dents on pallets or boxes), you must:

1. Immediately file an on-site report with the carrier.
2. Ensure the driver provides and completes this report.

MINOR OR UNCERTAIN DAMAGE:

For damage that seems minor or not immediately significant sign a "conditional acceptance" on both the driver's delivery note and Solar Kit's delivery note. This preserves your right to claim for any damage discovered later.

DOCUMENTATION REQUIREMENT:

Without proper documentation (photos, on-site reports, or conditional acceptance signatures), we cannot accept any future damage claims.

Adherence to the above ensures that complaints are handled smoothly and our partners' satisfaction remains at the highest possible level. Please follow the prescribed procedures in all cases!