

Product Warranty

XIAMEN NEWWAY ENERGY TECHNOLOGY CO., LTD (referred as “the company” below) guarantees and promises the quality of solar mounting products as follows:

I Quality Guarantee

1. The company guarantees that the products provided are qualified products in accordance with national standards and procurement requirements.
2. The company guarantees that the products provided are brand new and unused. Product appearance and technical specifications meet the requirements for quality, specification and performance specified in the relevant contract.
3. The company guarantees that the products shall have a service life of 25 years under correct installation and normal service conditions and shall have the performance conforming to the contract provisions and technical requirements within service life.

II The Expiration of Quality Warranty

The warranty period for the products shall be 10 years from the date of delivery. During the warranty period, the company shall be responsible for the unconditional replacement or repair of the products due to defects in design, process or materials.

III Exemptions

During the period of quality assurance, any of the following circumstances shall not be covered by the warranty:

1. Failure to properly install and use the products according to the operating instructions, or disassemble, reassemble, modify, maintenance, reorganize and transform the products without the company’s permission, resulting in products’ malfunction and damage;
2. The information provided to the company is inconsistent with the actual installation site information, or the products not being used in the environment or conditions as design required, resulting in products’ malfunction and damage;
3. Products’ malfunction and damage caused by malfunction and damage of equipment and accessory parts other than the products provided by the company;
4. Products’ malfunction and damage caused by the design defects in the technical drawings provided by your company;
5. Products’ malfunction and damage caused by moving and handling after receipt of products;
6. Normal wear and reasonable wear (such as product deformation and discoloration, loss of galvanizing layer, scratches, dirt, etc.) of the products during use;
7. Products’ malfunction, damage or even loss due to natural disasters such as earthquake, fire, thunderstorm, storm and foundation change, as well as unforeseeable or unavoidable force majeure factors such as war, turmoil and government intervention;

8. Products' malfunction and damage caused by user or third party intentionally or negligently;
9. Failure to timely inform the company when products' malfunction occurs, resulting in more serious damage;
10. Other faults and damages not caused by Newway.

IV Others

1. The products' malfunction and damage happened in the situation of item III of this warranty or when the warranty period exceeded, the company can provide paid technical support and maintenance services.
2. The warranty only guarantees the quality of the products and shall not be liable for any loss caused by any reason related to the quality of the products; nor for any incidental damage, derivative damage or special damage caused by any reason.
3. There are some parts of the products (such as plastic washers, fastener washers, supplements or parts designated by your company, etc.) shall not apply to this warranty. The warranty period of the parts shall be subject to their service life or replacement cycle.

XIAMEN NEWWAY ENERGY TECHNOLOGY CO., LTD