logo**NINGBO DEYE INVERTER TECHNOLOGY CO.,LTD**

ADDRESS:NO.26 SOUTHERN YONGJIANG ROAD,BEILUN,NINGBO CHINA

Jiangtao@deye.com.cn

TEL:0086-574-86228957

FAX:0086-574-86228957

**Warranty Claim Form**

**Note: Signature or Seal stamp required. Please send completed warranty claim form and purchase invoice to jiangtao@deye.com.cn**

**DEYE shall have no obligation for unqualified application such as incorrect information or missing necessary information.**

|  |  |  |  |
| --- | --- | --- | --- |
| Product Model |  | Serial Number (S/N) |  |
| Company Name |  | | |
| Company Address |  | | |
| Contact Person |  | Contact Number |  |
| Contact email |  | | |
| Replacement Delivery Address |  | | |
| Name of End user |  | | |
| End user address |  | | |
| End user email/phone |  | Date of Installation |  |

**Details of PV installation**

|  |  |  |  |
| --- | --- | --- | --- |
| Panel Specifications | Voc.(V): | Vmp | Pmax.(W): |
| Number of strings per MPPT: |  | \_\_\_\_/\_\_\_\_(A/B) | |
| Number of panels for each string: |  | \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/(1/2/3/4) | |
| Actual grid voltage (V): |  | | |
| Site of installation of the inverter  (indoor, outdoor, rain, sunshine) |  | | |

**Fault Description**

Detailed Description, frequency of fault:

|  |
| --- |
|  |

**Date:.....................................Signature: .................................Stamp: ......................................**

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**You should be aware of the following:**

1. Take a picture of the entire defective part.
2. Take a close up picture of the defect.
3. Send this form, pictures, and the copy of your purchase invoice to our warranty service (jiangtao@deye.com.cn).
4. We will review your claim to verify if it qualifies with DEYE.
5. If your product is defective we will provide you with a replacement part. Freight

charges incurred are the consumer’s responsibility if the reason is caused by wrong operation.

1. If the fault or defect is verified as the reason caused from DEYE, and which can’t be solved out by remote service, DEYE will send you the replacement by express under emergency, or ship it with next order by sea. Freight charges incurred are the consumer’s responsibility if the reason is caused by wrong operation.
2. The problematic products should be shipped back to DEYE’s factory once they reach a certain amount.