

Returns, Refunds and 2-Year Guarantee Policy

Apollo Energy

At Apollo Energy, we are committed to supplying quality solar energy systems and providing reliable support to our customers. This policy explains our approach to returns, defective products and our 2-year guarantee.

1. 2-Year Apollo Energy Guarantee

Apollo Energy provides a **2-year guarantee on the Apollo Energy system components covered by our guarantee**, subject to the terms and conditions below.

If the **system controller develops a fault during the 2-year guarantee period**, the customer may contact Apollo Energy to report the fault.

After the fault has been assessed and confirmed to be covered by the guarantee, Apollo Energy will arrange for the faulty controller to be returned and, where applicable, **replaced with a functioning controller**.

The 2-year guarantee applies from the date of purchase/delivery, as applicable to the customer's order.

2. What Is Covered

The Apollo Energy guarantee covers faults or defects in the **Apollo Energy system components specifically supplied and covered by Apollo Energy's guarantee**.

In particular, the guarantee covers the **system controller** against qualifying faults occurring during the 2-year guarantee period.

Where a qualifying controller fault is confirmed, Apollo Energy will provide a replacement controller in accordance with this policy.

3. What Is Not Covered

The Apollo Energy 2-year guarantee **does not cover the geyser itself**.

If the geyser is faulty, damaged or develops a fault, the geyser is not covered by Apollo Energy's 2-year system guarantee. Any warranty or remedy applicable to the geyser will be subject to the geyser manufacturer's or supplier's warranty and terms, where applicable.

The Apollo Energy guarantee also does not cover damage or faults caused by misuse, abuse, negligence, unauthorised modification, incorrect installation, improper use, accidents, external damage, electrical surges or other circumstances outside the normal operation of the Apollo Energy system.

Nothing in this policy limits any rights that a consumer may have under applicable consumer protection legislation.

4. How to Make a Guarantee Claim

If you believe that your Apollo Energy system controller has developed a fault, please contact us as soon as possible.

Please provide:

- Your name and contact details
- Order number or proof of purchase
- Date of purchase
- Description of the problem
- Photographs or videos of the fault where applicable

Apollo Energy may request additional information to help diagnose the problem.

Where necessary, Apollo Energy may require the controller to be returned for inspection or testing before a replacement is issued.

5. Returning a Faulty Controller

If the controller is confirmed to have a qualifying fault covered by the Apollo Energy guarantee, Apollo Energy will arrange the applicable replacement process.

Customers should **not send a controller back without first contacting Apollo Energy and receiving return instructions.**

The returned controller may be inspected to determine whether the fault falls within the terms of the guarantee.

6. Replacement

Where a controller is confirmed to be faulty and covered by the Apollo Energy guarantee, Apollo Energy will provide a replacement controller.

The replacement may be the same model or an equivalent model where the original model is no longer available.

The 2-year guarantee does not mean that the entire solar system will automatically be replaced if one component develops a fault. The remedy will relate to the faulty component covered by the guarantee.

7. Returns for Defective Goods

Nothing in this policy limits any rights a customer may have under the **South African Consumer Protection Act, 2008**, or any other applicable law.

Where goods are defective or do not meet the applicable legal requirements, customers may have statutory rights to return, repair, replacement or refund in accordance with applicable law.

8. Change-of-Mind Returns

A return or refund is not automatically available simply because a customer has changed their mind, except where such a right is provided by applicable law or expressly agreed to by Apollo Energy.

Customised, installed or specially supplied systems may be subject to additional terms, subject always to applicable consumer protection legislation.

9. Installation and Incorrect Use

The Apollo Energy guarantee may not apply where damage or failure results from incorrect installation, unauthorised alterations, misuse, neglect, abuse or failure to follow the applicable installation and operating instructions.

Customers should ensure that the system is installed and operated in accordance with the applicable instructions and requirements.

10. Contact Us

To make a return, warranty or guarantee claim, please contact Apollo Energy using the contact details provided on our website.

Please have your order number or proof of purchase available when contacting us.

Apollo Energy reserves the right to inspect products and verify the cause of a reported fault before determining the appropriate remedy, subject to the customer's rights under applicable law.