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## Warranty Polity and Process:

17 September 2014

### Limited 7 day exchange policy.

- Exchange policy is limited to 7 days from date of original purchase only.
- Product can only be returned and exchanged for the same product if the original product is defective.
- Product must be returned in its original packaging and condition.
- The exchange policy is limited to products supplied by Powerz-on only.
- Proof of purchase must be provided on receipt of the defective product.
- If defect is proven to be due to negligence or incorrect installation, the client will be charged for the replacement product in full. Additional handling fee may be charged.
- All products returned under the Exchange policy are subject to management approval.

### Warranty policy.

- Defective products returned after 7 days from original purchase will be regarded as a warranty claim.
- Powerz-On must be notified in writing as soon as possible.
- A completed Client Query form with photographic evidence must be submitted to Powerz-On for assessment prior to product removal or shipping to Powerz-On.
- Please see specific product for full warranty conditions.
- Full warranty documents available at [www.powerz-on.co.za](http://www.powerz-on.co.za)
- Please mail all warranty queries to [warranty@csiza.co.za](mailto:warranty@csiza.co.za)
- All warranty queries are subject to management approval.

### Warranty periods:

- Powerz-On ST-series flat plate collectors carry a limited 10 year manufacturer's defects warranty.
- Powerz-On Eco-series flat plate collectors carry a limited 5 year manufacturer's defects warranty.
- Powerz-On EVT-series collectors carry a limited 5 year manufacturer's defects warranty.
- Powerz-On Pumps carry a limited 1 year manufacturer's defects warranty.
- All other electronic components carry a limited 1 year manufacturer's defects warranty.
- All valves carry a limited 1 year manufacturer's defects warranty.