

## Warranty Policy

Dear Customer,

Thank you for choosing Sunbolts product.

### **Warranty Specification**

Sunbolts is the brand of BizLink's solar energy connectivity solutions. BizLink warrants "**2 years Limited Warranty**" of manufacturing and material defects from the date of delivery to the junction boxes (sets), connectors, and cable assemblies (connector assembled with cable) which produced by "**BIZLINK (BVI) CORP. LIMITED**", and "**25 years Limited Warranty**" of manufacturing and material defects for the raw cable which produced by "Tong Ying Electronics (Shen Zhen) Co., Ltd" from the date of delivery, all the products must be for photovoltaic module and system use (hereafter the "product(s)") sold under BizLink or Sunbolts name/brand.

### **Warranty Description- Limited Warranty of Manufacturing and Material Defect**

BizLink warrants the product(s) purchased will be free from the defects of manufacturing and material defects within warranty duration. If during the term of this warranty, the product is found to be defective, then BizLink will, at its sole option repair or replace the purchased product with new, or used, or refurbished parts that are at least functionally equivalent products. This Limited Warranty does not cover cosmetic or superficial defects, marks, or scratches, which does not influence the proper functioning of the product. And this Limited Warranty is effective on **Jun 23th, 2020**.

This limited warranty is only valid with conditions listed below:

1. The product must be used, installed or operated within product specification and according to standard procedure printed or written in BizLink/Sunbolts product datasheet and operation manual.
2. Unless otherwise stated, this limited warranty is owned by:
  - a. The original purchaser of the product(s) for its, his, or her own use and not for the purpose of resale.

- b. The photovoltaic module makers or system installer on which the product(s) are first installed on the photovoltaic module or system.  
However, the customer should inform BizLink for transferring of its, his or her right under this limited warranty.
3. BizLink is not responsible, and the customer agrees to bear, the cost of shipping, travel, on-site labor, installation, removal, and reinstallation of the product(s) or related components and service.
4. BizLink warranty does not apply to components which are separate from the products, for example, fuses, connectors or components which were supplied by others or not authorized by BizLink.
5. The Limited Warranty is applicable only to customers who have purchased the products directly from BizLink or from an authorized agent of BizLink, to qualify for this warranty, it's necessary for the customers to prove that the products was purchased from BizLink or such authorized agent, when applying the warranty coverage, customers shall provide BizLink with products detail and description of the defect and/or failure.

Note - All remaining warranty periods will remain effective for the replacement of products

Note - Once the warranty expired, a Product found upon inspection by BizLink, to be in specification is subject to an evaluation fee and application freight charges, if any.

### **Terms of Exemption**

This limited warranty does not cover the circumstances or conditions below:

1. The defects and/or damage caused by the failure to follow BizLink's product data sheet and operation manual.
2. The defects and/or damage caused by the misuse, abuse, accident, or neglect acts.
3. The defects and/or damage caused by transportation, storage, pollution, extraordinary salt or chemical exposure.
4. Modification, repair, or movement done by unqualified operators or technicians for assembling or installing photovoltaic modules or systems.
5. The defects and/or damage caused by improper usage (failure to observe the technical document or manual, insufficient ventilation on product), or opened, altered,

modified ,disassembled or attempted to repair in any way without BizLink's prior written consent.

- 6.The power surge failure, storm, earthquake, lighting, flood, fire, snow, rat, pest action, accidental breakage, force majeure or natural force or the action of third parties and any events or accidents out of the control of BizLink.
- 7.If fuse was not assembled or replaced by BizLink's technician, and any defect or damage may cause by fuse assembly or replacement, warranty of fuse application products will be void.

BizLink reserves the right to determine whether the problem exists within the product, the buyer may not assert any claim that the products are not in conformity with any warranty until the buyer has made all payments to BizLink provided for in the purchase order, agreement or contract.

### **Obtaining Warranty Performance**

For warranty service, please contact your sales representative in the regional sales of BizLink/Sunbolts by the contact information available from below URL:

<https://www.bizlinktech.com/contact>