SUNGOLD Quality Guarantee Terms 2026

Photovoltaic Module Limited Warranty

Shenzhen Sungold Solar Co., Ltd. (hereinafter referred to as "SUNGOLD") is the first end customer (hereinafter referred to as "customer") who installs any of the following specified brand models (only specified brand models) of solar photovoltaic modules (hereinafter referred to as "modules") The limited warranty described below is granted:

Product name: **Hi-Power Series**

Product number: **HP-M2-XXX; HP-M-XXX; HP-D-XXX**

Note: xxx Represents the power specified in the relevant product data sheet (for example: "HP-2*100W").

1. Limited Product Warranty

Hi-Power series are folding solar modules, SUNGOLD ensure that its photovoltaic modules are in normal application, use and installation, The material and workmanship of each module under service conditions are **60-month** free from defects. The warranty starts from the date of shipment of the SUNGOLD module. If the module fails or loses its effectiveness due to defects in materials or workmanship within the **60-month** warranty period, SUNGOLD will choose to repair or replace the problematic module at its own option, or refund the purchase price paid by the customer. A reasonable portion of the price ("Purchase Price"). REMEDY FOR REPAIR, REPLACEMENT OR REFUND SHALL BE THE SOLE AND EXCLUSIVE REMEDY PROVIDED UNDER THE TERMS OF THIS LIMITED WARRANTY.

Accessories enjoy a one-year warranty, including: handles, cables, connectors, brackets, soft bags, hinges, corner protectors

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2. Exclusions and Limitations

2.1. In any case, warranty claims should be submitted in writing to SUNGOLD or SUNGOLD authorized distributors within the warranty period.

2.2. productThe limited warranty does not apply to the following situations:

2.2.1. Misuse, Abuse, Negligence, Vandalism:

modules must not be immersed in (pure water or salt water) or exposed to water (pure water or salt water) for a long time;

2.2.2. It is forbidden to drop items or stack items (such as tools) on the modules; the appearance or structure of modules caused by artificial dropping or bumping. There is no power output due to damage, drop or bump during use.

2.2.3. Failure to follow SUNGOLD's maintenance instructions;

2.2.4. The appearance of the product shell, surface scratches, wear, and rust after wear are not covered by the warranty.

2.3. If SUNGOLD module type, serial number without SUNGOLD written authorization has been tampered with, removed or illegible, the Repair claims will not be honored.

3. Transferability

This warranty is valid for the original end purchaser, and is transferable to subsequent homeowners or owners of the product at the same location while the unit remains in its original installed location with valid proof of succession or transfer.

4. Access

The end customer or distributor shall notify SUNGOLD promptly if the warranty service is required under the SUNGOLD limited warranty. At the same time as the notification, the complete serial number on the label of the module shall be provided, and the date of shipment shall also be indicated. End customers or distributors are obliged to assist SUNGOLD in analyzing and finding faults, including but not limited to providing pictures of faulty products and installation and use records.

5. Other

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Repair, replacement of modules, or supply of additional modules will not create new warranty terms and shall not extend the original limited warranty. Any replaced modules shall become the property of SUNGOLD. If SUNGOLD has stopped producing the modules in question at the time of the claim, SUNGOLD may choose to provide other models of photovoltaic modules (different size, color, shape or power), which may be new or original brands.

6. Force majeure

SUNGOLD shall not be responsible in any way for fires, floods, blizzards, hurricanes, lightning, natural disasters, changes in public policy, terrorism, wars, riots, strikes, inability to obtain appropriate and sufficient manpower and material resources, and other events beyond the control of SUNGOLD Any failure or delay in the performance of any terms or conditions of sale, including this Limited Warranty, arising therefrom shall be liable to the end customer or any third party.

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