

DECLARATION OF CONSENT – EU HANDLING OF SERVICE PROCESSES

Name of company:

Name of contact person:

Official company address:

Name of bank:

Sort code:

Account number:

Billing address (if different):

Bank's SWIFT code:

IBAN number:

Company Registration Number:

VAT registered: YES / NO

VAT ID number*:

(*if the company is headquartered in the EU)

Phone:

FAX:

E-mail:

The signatory hereby acknowledges that any replacement inverters, power stages or components delivered by Fronius U.K. Limited for handling service cases, are used solely for the service case for which they were intended. This service case can be created via SOS <http://sos.fronius.com> or via telephone to TechSupport.

If the signatory is located in an EU country, then a VAT ID number must be provided. If this is not provided, service calls from countries in which no Fronius subsidiary is onsite to handle service calls will be charged using the national value added tax of the Fronius subsidiary that handled the respective service call.

In addition, the signatory also confirms the receipt of the guidelines for handling service cases, the Fronius warranty terms and conditions, and the overview of service costs and expressly acknowledges his consent to the provisions contained therein. The invoice will be generated using the latest version of the overview of service costs, and can be requested at any time from the Technical Support section of Fronius."

Unless the representation agreement with their attachments provide no specific rules, the current General Delivery and Payment terms of Fronius U.K. Limited prevail.

Please visit our homepage (www.fronius.co.uk under "Terms and conditions")

Any disputes arising from this agreement shall be exclusively governed by United Kingdom law excluding referral rules governing conflict of law principles and provisions of CISG Convention.

Exclusive jurisdiction is Milton Keynes.

The relevant Terms of Warranty that apply are available on our homepage.

www.fronius.co.uk/solarelectronics/termsofwarranty_uk.

Company stamp and signature of the authorized signatory:

Attachment:

Guidelines for handling service calls

GUIDELINES FOR HANDLING SERVICE CALLS

The following describes the processes involved in handling service calls. Business partners must always follow the specified procedures. The attached declaration of consent must be signed by the business partner to signify that he consents to the provisions of the guidelines before handling a service call for the first time together with us.

1. TYPE OF SERVICE

FRONIUS handles most service calls via replacement device pools. However, a repair service is available for a small group of device types and components.

2. REPLACEMENT REQUEST

Notifications for service calls and requests for replacement devices can be made through SOS <http://sos.fronius.com> or a telephone call with the designated Fronius Tech Support.

3. DELIVERY OF REPLACEMENT DEVICES

Warranty Plus

The delivery of replacement devices to the delivery address agreed during the telephone call with the designated Fronius Tech Support as well as the return delivery of defective devices to FRONIUS is initially free. After the defective devices arrive at FRONIUS, a determination will be made as to whether or not this falls under a warranty claim. If this is the case, FRONIUS will assume the resulting transportation costs within the scope of the Fronius warranty terms and conditions. If this does not fall under a warranty claim, then the resulting transportation costs will be charged.

Warranty

Parts only. Transportation will be charged and no Service fee will be paid.

4. SHIPPING DEFECTIVE DEVICES AND/OR POWER STAGE SETS TO FRONIUS

For UK devices and/or power stage sets must be picked up, please follow the returns procedure. Information regarding country-specific regulations is provided by the Fronius Tech Support and/or Fronius Repair Centre designated for your region (Fronius Tech Support and/or Fronius Repair Centre contact data. If component pickup is not possible within this time period, the business partner can contact pv-service-uk@fronius.com to adjust the time accordingly.

The defective devices and/or power stage sets being replaced will be sent immediately to the designated Fronius Repair Centre so that the cause of the error can be found and determination made regarding warranty claim approval. FRONIUS pays the costs for the transport within the scope of the Fronius warranty terms and conditions.

If a defective device and/or power stage set is not received by FRONIUS within 30 days after shipping the replacement device and/or power stage set and no deadline extension has been requested, the replacement device and/or power stage set shipped will be charged at the list price along with any transport costs incurred and the non-returned fee.

5. DEVICE AND/OR POWER STAGE SET REPLACEMENT DURING THE WARRANTY PERIOD

When a device replacement service call is carried out and FRONIUS acknowledges that this falls under the warranty, the business partner will receive a service fee. Service fees are governed by the overview of service costs.

6. WARRANTY ON REPLACEMENT DEVICES AND/OR POWER STAGE SETS

Warranty periods are transferred to the replacement devices and/or power stage sets after device and/or power stage set replacement is carried out. There is no re-issue of warranty certificates. In addition, the respective national warranty regulations also apply. There is no need for re-registration.

7. PAYMENT OF SERVICE FEES

A service fee is due after a defective device is received by the designated Fronius Repair Centre and a determination is made that this falls under a warranty claim. Information regarding service fee in individual cases is provided by the respective designated Fronius Repair Centre.

The service fee that is due is transferred to the bank account of the business partner listed in the declaration of consent for handling service processes and/or if need be, settled with bills receivable. The business partner receives a corresponding written confirmation.

8. OTHER COSTS RELATED TO A SERVICE CALL

Other costs that are incurred within the scope of a service call are not covered by FRONIUS. Expressly, this means that a loss of yield incurred by the system operator while the solar power system is down is not covered.

9. SERVICE CALLS WHEN THE WARRANTY HAS EXPIRED OR THERE IS NO WARRANTY CLAIM

FRONIUS charges the repair fees and any transport costs for the repair of Fronius devices whose warranty period has expired. Repair fees and transport costs are governed by the overview of service costs.



If there is no warranty claim for a defective device and/or defective component and it is replaced with a replacement device and/or component, FRONIUS will charge the corresponding replacement fee as well as any transport costs. Replacement fees and transport costs are governed by the overview of service costs.

If there is no warranty claim, e.g., in cases of user negligence, vandalism, force majeure, or damage due to outside influences (e.g., water damage, over-voltage), the actual repair costs as well as any transport costs will be charged.

10. INVOICING REPLACEMENT DEVICES AND/OR POWER STAGE SETS WITHOUT A DEFECT

If a device and/or power stage set is replaced and no fault is found after inspection by the designated Fronius Repair Centre, an inspection fee as well as any transport costs will be charged. A service fee will not be paid in such cases. Inspection fees and transport costs are governed by the overview of service costs.

11. OTHER INFORMATION ABOUT FRONIUS REPLACEMENT PROCESSES

Replacement devices and/or power stage sets are normally repaired devices and/or power stage sets that have been reconditioned and updated to include the latest technology. Therefore, housings may show signs of an earlier installation. The system operator must be made aware of this.

Defective devices and/or power stage sets that are odorous, heavily soiled, or impaired in other ways are excluded from the replacement process. Fronius offers a repair service in such cases. If impaired devices are sent to Fronius without approval from the designated Fronius Repair Centre and extra costs are incurred for the repair, then these costs will be charged.

In addition, please note that the setup of the replacement device must be adjusted to the country of use for many device types and/or power stage sets. In such cases, a leaflet will be included with the replacement device and/or power stage set containing the necessary information.

12. CONTACTS

Service Dept

e-mail: pv-service-uk@fronius.com

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Tech Support

e-mail: pv-support-uk@fronius.com

Phone: +44 (0) 1908 512 316