

# Notice on After-sales Matters for Photovoltaic Products

Dear customers:

Thank you for choosing Red Solar's products and service! In order to ensure that you can receive the goods smoothly, completely and satisfactorily, and to enjoy the comprehensive after-sales service provided by our company, please abide by the following instructions during receipt and subsequent use.

## **I. Receipt of goods (confirmation of packaging integrity)**

1. When the product arrives, please be sure to carefully check the packaging of the product before signing for it to ensure that the packaging is intact, free of extrusion, deformation, damage, stains and other abnormalities.
2. If you find any abnormality in the packaging, please refuse to sign for it immediately, clearly write the problem points in the logistics's receipt form, and contact our company in time so that we can handle it for you in time.
3. If container transportation is used, the unpacking process needs to be carried out with photos/videos taken to ensure that the outer boxes of the products are intact during the logistics transportation process.
4. If any abnormalities in packaging integrity are found during unloading, please contact customer service centre of Red Solar in time. Our company will not be responsible for any product losses caused by secondary transportation.

## **II. Unpacking inspection (video/surveillance record)**

When unpacking, please be sure to do it under the condition of video shooting or monitoring, so as to facilitate the timely loss assessment of possible product problems and ensure the fairness and transparency of the unpacking process.

If you do not open the box without video recording or monitoring and are unable to provide the unboxing video, you must bear all other losses except for module self-explosion.

## **III. Feedback and evidence provision**

### **Cell issue feedback:**

- Photos of the outer box packaging upon arrival: Show the overall condition of the outer box packaging and any abnormalities to ensure that the outer box is intact, without damage or extrusion deformation.
- Cell pack photo: Show the appearance, packaging, and abnormal parts of a single cell pack.
- Problem cell barcode photo and full box packing list: Ensure that we can accurately identify and trace problem cells, and understand the details of the full box cells.
- Transportation status description: Including whether there is transit, the party performing the transit/responsible party, and whether there are any special circumstances during the transit (such as inspection, unpacking, road conditions, etc.).
- The usage status and arrival inspection data of the problematic cell: Provide a detailed description of the usage, performance, and arrival inspection data of the problematic cell.

### **Module problem feedback:**

- Photo of the outer box of the modules upon arrival: Ensure that the outer box is intact, without damage or deformation due to compression.
- Module unloading image: Record the status of modules during unloading to ensure that they are not damaged during unloading.
- Front/back pictures and videos of the faulty module block: Showing the overall situation of the faulty module , including the front and back.
- Local pictures of fault points: Provide detailed pictures of fault points so that we can accurately determine where the problem lies.
- Barcode/nameplate images of faulty module s and full box packing listimages: Ensure that we can accurately identify and trace faulty modules, and understand the detailed situation of full box modules.
- The location of abnormal module s in the unpacking process (to be provided during unloading or unpacking): Record the specific location of abnormal module s during unpacking or unloading, so that we can understand the placement and transportation of module s.

- **Transportation Status Description:** Feedback on cell issues, including whether there is a transfer, the transfer executor/responsible party, and any special circumstances during the transfer process (such as inspection, unpacking, road conditions, etc.).

### **3. Equipment problem feedback:**

If there is a problem with the equipment after the project is connected to the grid, please provide relevant equipment failure pictures/videos, equipment nameplates and other information.

## **IV. Contact information**

If you encounter any problems during delivery, unpacking, or use, or need more after-sales information, please feel free to contact us through the following methods:

E-mail: [after-sales@red-solar.com](mailto:after-sales@red-solar.com)

Official website link: <https://www.red-solar.com/>

**Thank you for your support and trust in us. We will wholeheartedly provide you with high-quality service. Wish you a pleasant use!**