



RENOGY New Energy CO., Ltd
 Room 624-625,
 No.66 East Ningbo Road Taicang Economic Development Zone
 Taicang, JiangSu, 215000, China

Renogy X Solar Panels Warranty Policy

You're completely covered with Renogy X (RNG International Inc.) industry-leading products and a worry-free warranty. Renogy X customer service team is located both locally and global-wide. It works tirelessly to ensure your energy solution is operating at its peak performance and that any problem you may have can be resolved in a timely manner.

We want you to be confident that you're purchasing and installing the right solar energy solution. As a sign of confidence in our quality, we are pleased to grant you the following product warranties.

Material, Workmanship, and Performance Warranty period for the following Solar Panels:

*Excluding wire defects

Product SKU	Material, Workmanship and Performance Warranty
RSP450D-120	10 year material and workmanship warranty
RSP550D-144	5 year 95% output warranty
	10 year 90% output warranty
	25 year 80% output warranty

General Conditions for Warranty Claims

For Workmanship and Material Warranty:

If the Purchaser experiences any defects in materials and workmanship under normal application, such as defects and/or failures due to manufacturing or materials, it is their responsibility to contact the Warrantor's technical support team. The technicians will offer steps and procedures to test the product(s), repair the product(s) or require the Purchaser to ship the product(s) to the technical support team if needed. Based on the outcome, the warranty service will then be in effect.

This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser to claim warranty. Original order information is needed to claim the warranty. If the original order were shipped within the US, the Purchaser would be responsible for additional shipping costs out of the US. The Customer's sole and exclusive remedy and the entire liability of the Warrantor, its suppliers, and affiliates for breach of the warranty is, either to replace the product(s) or component parts of the product(s) and in some cases refund the product(s) cost. This warranty does not cover labor. Products serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced product(s) will abide by the original warranty period issued when first purchased. No employee, agent, dealer, or any other person is authorized to give any warranties on behalf of the Warrantor not expressly set forth in this limited warranty.



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Exclusions and Limitations

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water (unless stated otherwise by the Warrantor to be waterproof), unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and force majeure including fires, floods, earthquakes, hurricanes, severe weather, wars, and acts of terrorism.

If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s). The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages.

The warranty shall be asserted with the Warrantor in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. All parts the Warrantor replaces shall become the Warrantor's property on the date the Warrantor ships the repaired product(s) or part back to the Purchaser. If a warranty claim is invalid for any reason, the Purchaser will be charged at the Warrantor's then-current rates for services performed and will be charged for all necessary repairs and expenses incurred by the Warrantor. If the Warrantor determines a valid warranty claim, it will ship the repaired or replaced product(s) to the Purchaser at the Warrantor's cost.

RENOGY X MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING WITH CUSTOMER OR USAGE OF TRADE.

LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES WILL RENOGY X OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING

NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, EVEN IF RENOGY X OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither Renogy X nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.