

## 2 YEAR EXTENDED WARRANTY FOR THE POWERSOURCE 1800

**Instructions:** You must keep this contract and the sales receipt for the Solar Generator; they are integral parts of this contract and you may be required to produce them to obtain service. This contract, including the terms, conditions, limitations, exceptions and exclusions, and the sales receipt constitute the entire agreement. Your rights under this contract may vary from state to state.

**To Obtain Service:** Call during the hours of 9am-4pm, Monday through Friday, at 815-902-0151 or by email at solarhelp@solutionsfromscience.com. Please have your receipt handy and be ready to provide the information listed below and the nature of the problem. You must call **prior to having service**; all repairs must be authorized in advance and you will be given a return authorization number, or RAN, at that time of authorization. There is no deductible required to obtain service for your covered Solar Generator. We will not reimburse you for work done by unauthorized servicers or others. When calling, please use the below listed serial number from your product for reference. [Foreign language assistance is available for your convenience.]

SERIAL NUMBER: \_\_\_\_\_

MANUFACTURER'S DATE: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

### **WHAT IS COVERED:**

**For Electronics:** This contract covers parts and labor costs resulting from a mechanical or electrical failure of the Solar Generator caused by defects in workmanship and/or materials. Solutions From Science will be responsible for shipping and delivery charges to our service center. Solutions From Science will repair or replace the Solar Generator with one having similar features at our discretion, when required due to a breakdown, including those experienced during normal wear and tear, in accordance with the terms stated herein. **Note:** Repair or replacement due to damage manifesting from power surges shall be provided regardless of whether a Solar Generator is covered under any other warranty or service contract. *Non-original manufacturer's parts may be used for repair of the Solar Generator if the manufacturer's parts are unavailable or more costly.*

**No Lemon Policy:** After three service repairs have been completed on an individual Solar Generator and that Solar Generator requires a fourth repair, as determined by Solutions From Science, we will replace it, at our discretion, with a product having similar features. [NOTE: The No Lemon Policy is not applicable to breakdowns caused by unintentional and accidental damage from handling.]

### Terms of Coverage

**For Replacement Service:** With the exception of power surge protection, which starts on your date of purchase, coverage commences upon expiration of your Solar Generator manufacturer's labor warranty, and extends for a period of two (2) years, as indicated on your sales receipt.

**For Electronics Repair:** With the exception of power surge protection, which starts on your date of purchase, coverage commences upon expiration of your Solar Generator's manufacturer's labor warranty, and extends for a period of two (2) years, as indicated on your sales receipt. In the event your Solar Generator is being serviced by Solutions From Science when the contract expires, the term of the contract will be extended until the covered repair has been completed.

**Limit of Liability:** For any single claim, the limit of liability under this contract is the least of the cost of (1) authorized repairs, (2) replacement with a Solar Generator having similar features, (3) reimbursement for authorized repairs or replacement of your Solar Generator, or (4) the price that you paid for the Solar Generator (excluding any delivery charge). The total liability under this contract is the purchase price you paid for the product; in the event that the total of all repairs exceeds the purchase price you paid for the Solar Generator or Solutions From Science reimburses you for a Solar Generator with another Solar Generator having similar features, Solutions From Science shall have satisfied all obligations owed under this contract.

**Upgrading to the PowerHub 1800:** Solutions From Science realizes that after you purchase a solar generator you may want to upgrade to one of the other units that we have available. *If you purchase our 2 Year Service Plan*, you will be able to receive 100% of the price you paid for your unit (minus shipping and handling) and have that applied to the purchase of a new unit through the time of the 2 Year Service Plan. Your plan would then be transferred to the PowerHub 1800 at that point within the extended warranty

**WHAT IS NOT COVERED:**

- (1) INCIDENTAL, CONSEQUENTIAL, OR SECONDARY DAMAGES, INCLUDING BUT NOT LIMITED TO ANY DELAY IN RENDERING SERVICE UNDER THIS CONTRACT OR FOR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS AT A REPAIR CENTER OR OTHERWISE AWAITING PARTS;
- (2) DAMAGE FROM ACCIDENT (UNLESS COVERAGE OTHERWISE NOTED ABOVE), ABUSE, MISUSE, INTRODUCTION OF FOREIGN OBJECTS INTO THE PRODUCT, (INCLUDING EXCESSIVE DURT, DIRT OR DEBRIS) UNAUTHORIZED PRODUCT MODIFICATIONS OR ALTERATIONS;
- (3) FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS;
- (4) THIRD PARTY ACTIONS (FIRE, COLLISION, VANDALISM, THEFT, ETC.);
- (5) THE ELEMENTS OR ACTS OF GOD;
- (6) LOSS OR DAMAGE DUE TO WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT OR CIVIL COMMOTION;
- (7) DAMAGE COVERED BY ANY OTHER WARRANTY OR SERVICE CONTRACT;
- (8) PREVENTIVE MAINTENANCE;
- (9) DAMAGE WHICH IS NOT REPORTED WITHIN **THIRTY (30) DAYS** AFTER EXPIRATION OF THIS CONTRACT;
- (10) RUST, CORROSION, OR CHIPPING;
- (11) DAMAGE FROM TRANSIT, MOVING, DELIVERY, PACKING OR UNPACKING, ASSEMBLY, INSTALLATION OR REMOVAL;
- (12) DAMAGE CAUSED BY ANY ANIMAL;
- (13) PERIODIC CHECKUPS AND/OR MAINTENANCE AS DIRECTED BY THE MANUFACTURER;
- (14) ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE PRODUCT;

- (15) PRODUCTS NOT ORIGINALLY COVERED BY A MANUFACTURER'S WARRANTY;
- (16) NON-FUNCTIONAL OR AESTHETIC PARTS INCLUDING BUT NOT LIMITED TO PLASTIC PARTS OR KNOBS, UNLESS CAUSED BY USUAL WEAR AND TEAR;
- (17) UNAUTHORIZED REPAIRS AND/OR PARTS;
- (18) PARTS FAILURE DUE TO A MANUFACTURER RECALL, REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIRS;
- (19) COST OF INSTALLATION, REMOVAL OR REINSTALLATION OF THE PRODUCT;
- (20) PRODUCT RENTALS TO THIRD PARTIES;
- (21) SERVICE WHERE NO PROBLEM CAN BE FOUND;
- (22) DAMAGE, WARPING (EXCEPT AS PROVIDED HEREIN), OR RUSTING OF ANY KIND TO THE HOUSING, CASE OR FRAME OF THE PRODUCT OR ANY NON-OPERATING PART;
- (23) PRODUCTS WITH REMOVED OR ALTERED SERIAL NUMBERS;
- (24) SERVICE THAT OCCURS OUTSIDE OF THE DISTRICT OF COLUMBIA AND THE FIFTY (50) UNITED STATES OF AMERICA; AND
- (25) DAMAGE CAUSED BY DEFECTIVE BATTERIES OR REPLACEMENT OF DEFECTIVE BATTERIES, WITH THE EXCEPTION OF DAMAGE MANIFESTING FROM POWER SURGES.

**Definitions:** (1) Solutions From Science. The company obligated under this contract, as referenced in the 'Obligors' section of this contract; (2) Breakdown: The mechanical or electrical failure of the Solar Generator caused by defects in workmanship and/or materials; (3) Solar Generator: The consumer item(s) which you purchased concurrently with and is covered by this contract; (5) You/Your/Warranty Holder. The individual who purchased the Solar Generator and this contract or the approved transferee.

**Transfer:** This contract may be transferred. You may transfer the balance of this contract by contacting Solutions From Science at 815 West Main Street, P.O. Box 518, Thomson, Illinois 61285, (815) 902-0151. Information provided by you must include the serial number, date of transfer, new owner's name, complete address and telephone number.

**Cancellation:** You may cancel this contract at any time by surrendering it or providing written notice to Solutions from Science at the address where you purchased this contract. This contract may be cancelled by you for any reason and is **non-refundable**. Solutions From Science may not cancel this contract except for fraud, material misrepresentation, or if required to do so by any regulatory authority. If Solutions From Science cancels this contract, **you shall not receive a refund**. Solutions from Science may not cancel this contract without providing you with written notice at least thirty (30) days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation.

**Arbitration:** To the extent permitted by applicable law, any controversy or claim arising out of or relating to this contract, or breach thereof, will be settled by binding arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. A judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The parties specifically agree to the binding nature of the arbitration.