



Warranty Policies

1. Abbreviations

User: Stands for the End User of the Equipment

US/ We: Tharayil Power

Company: Tharayil Power & Energy Solutions (P) Ltd

Buyer: Our immediate customer (The individual/ Company, who is buying products from us.)

You: Our Immediate customer/buyer

EX Works. **EX Our Works Alappuzha.**

2. Payment terms

All the dispatches will occur only after the receipt of payment. The mode can be either E Transfer or Cash (up to 10000 only). Cheques payments will not be accepted. We will let you know the amount in advance prior to dispatch and you are requested to make the payment to our account in advance to dispatch the material. We believe such transaction will help us to have a long-term relationship with our customers. In any case if the material is dispatched and payment is not made, we will be charging an interest on the outstanding amount at 1.5% per month.

3. Working Hours

Our working Hours are from **9.30 hours to 17.00 hours for week days and 10 hours for 4.00 hours for Saturdays.** We will be following all the Holidays as per Kerala Labour Law. Sundays will be holiday.

5. Sale Basis

All our sales basis is Ex works. Which means we are liable for the material only till it leaves our warehouse. We provide a value-added service of taking the material to the courier/Parcel office.

We will not be liable for any damages occurred to the goods once it leaves our premises. Any mis match in supplied items should be notified to us in writing within 24 hours from the time of receipt of material.

Goods once sold will not be taken back unless the buyer proves that the supplied item differ from the one ordered.

6. Warranty

Any warranty claims will need to be submitted to the OEM directly in writing and will not be liable for any kind of claim settlements.

a. Fuses and Surge Protection devices.

Consumables such as Fuses, SPDs etc will not be covered under warranty.

b. Combiner Boxes and ACDBs.

Combiner boxes Assembled by us will not be having warranty. Data Sheet of components can be provided if required. Generally, Combiner Boxes Does not need test certificate.

c. Solar Grid tied Inverters

The default warranty period for the Grid Ties Solar Inverters is 5 years starting from the installation/commissioning date but in any case, not longer than +63 months from date of supplied.

The warranty claim is invalid in the following situations:

1. Warranty period expired
2. Mechanical damage during transportation of defective unit when done by customer
3. Any modification applied to the inverter that was not performed by authorized personnel
4. Inappropriate installation or commissioning
5. Negligence or inappropriate use of the product.
6. External event (overvoltage, failure of other components in the installation causing inverter failure, etc.)

7. Non-observance of documentation, including preventative maintenance.
8. Force majeure, including but not restricted to lightning, power surges, natural disasters and fires.
9. Returned inverter shows no fault after analysis
10. Utilization in combination with equipment, items or materials not permitted by respective manufacturer documentation
11. Provided that, save in the event of a Returned inverter (or inverted analysed at site, as the case may be) which has shown no fault after analysis, the warranty may not be any longer claimable and will cease to be effective

d. Solar Modules

Warranty for Indian solar modules start after 1 year from the date of despatch from the respective manufacturer or from the date of sales invoice. No separate warranty cards will be available for Solar Modules and Inverters. Warranty terms of respective suppliers will be applicable for respective products.

For SunPower, the warranty will start from the date of despatch from Manufacturer Location.

7. Limited Liability

We will not be responsible for any damages to property and life caused by material supplied by us.

8. Taxes and Duties

Taxes and duties at applicable rate at the time of delivery will be extra. Prices of imported products are subject to change based on changes in government duties and levies.

9. Currency Fluctuation

Prices may vary subject to changes in currency conversion rates. Customers are requested to confirm the prices before purchase.

10. Quotation Validity

This Quotation will be valid for 1 week.

11. Packing

We will be using Manufacturer's standard packing for prepacked materials, Generally Packing charges are included except in the case of Solar modules. If loose quantities are needed and need to be packed, then it will be charged extra.

12. Purchase Order Cancellation

Purchase order cancellation need to be made within 2 hours of receipt otherwise buyer should be liable to pay the entire purchase order value.

13. Scope of Supply

Our Scope is limited to the supply of good. Installation/ Commissioning/ Maintenance of the material will be charges Extra. No Site support will be provided for any of our supplied equipment unless agreed.

14. References.

ABB General Warranty Terms

Vikram Solar Modules Warranty Terms.

SunPower Solar Modules Warranty terms.

Waaree Warranty Terms

Delta Electronics Warranty Terms

Renewsys Warranty Terms