

1. The Warranty

Subject the terms and conditions below, Glen Clark & Co warrants that solar system provided by us will be free from any installation defects for a period of 5 years from the date of installation.

2. Conditions

Exercise of any benefit under this warranty is conditional upon:

- Glen Clark & Co's receipt of full payment for the Solar System.
- Installation of the Solar System being carried out by a Glen Clark & Co installer in accordance with the applicable installation guides and using best practice.

3. What is not covered by this Warranty

This Warranty does not cover:

- Product or component defects not relating to the installation of the Solar System.
- Faults arising from any changes in the environment post installation that deviate from the design installation conditions.
- Failure and faults due to accidental damage, misuse or negligence.
- Failure to maintain in accordance with Glen Clark & Co recommendations.
- Damage caused by:
 - o subsidence or movement in the building structure or substructure;
 - o misuse, improper design, vandalism, improper use, atmospheric or accidental pollution or impact;
 - o alterations made to the Solar System, including but not limited to, interfaces with solar panels arrays and their flashing or fixings, lightning conductor brackets, signage or bracketry, or system not supplied or authorised by Glen Clark & Co;
 - o interference with the Solar System (including attaching anything to the Solar System); o lighting, fire, terrorism, civil commotion or explosion;
 - o force majeure events;
 - o pollution of a nature more damaging to the condition of the products than prevailing in normal atmospheric conditions.
- Damage or faults which were visible or evident at delivery, for example, cracks, breaks, surface faults, colour or size variations, transport or other mechanical/manual handling damage.
- Damage or injury to property or persons caused by falling materials.
- Change to the surface colour or appearance of the Solar System.
- Consequential loss and damage or any kind.

Other than as expressly set out in this Warranty, and the warranties that cannot be excluded under the Australian Consumer Law and any other law, Glen Clark & Co excludes all other warranties and guarantees with regard to the Solar System including all implied warranties and guarantees. The following statement is provided where the Solar System is supplied to a "consumer" under the Australian Consumer Law: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

4. What Glen Clark & Co Will Do

In the event that installation defects are identified in the Solar System during the term of this warranty, Glen Clark & Co should be contacted in writing and in accordance with the reporting instructions below. A representative of Glen Clark & Co will inspect, assess and arrange for the repair of such defects if it is established that the defect is due to failure or fault covered by this warranty.

Subject to the rights and remedies of a consumer under a law which cannot be limited, the liability of Glen Clark & Co under this Warranty will be limited, at the option of CSR respectively, to:

- (a) the replacement of the goods or the supply of equivalent goods;
- (b) the repair of the goods;
- (c) resupply of the installation; or
- (d) payment of the costs of resupplying the installation/coating services.

How To Report a Warranty Claim and seek rectification of the identified defect?

To make a claim under this Warranty, the person making the claim should first contact Glen Clark & Co as set out below:

Glen Clark & Co
2/84 Bayfield Road East
Bayswater North VIC 3153

Mailing Address
73 Commercial Road
Mount Evelyn VIC 3976

Tel: 03 9736 3993
Email: solar@glenclarkco.com.au

Yours sincerely



Glen Clark

