

## Hashtag Direct Solutions

# Hashtag Direct Solution Warranty and Terms & Conditions

No Refunds on all purchase.

All warranty claims are for factory faults only.

All invoices are to be presented for proof of purchase.

No substitute products will be provided while repairs taking place on any goods.

All Products sold by Hashtag Direct Solutions are NOT covered by

- All NON Factory Faults. Only factory faults are covered by warranty.

The Following Brands have a 1 year warranty:

- Smeg
- Paloma
- lime Scale build up not covered by warranty on any product
  - Gas Blockages due to dirty gas not covered by warranty
  - lightning strikes not covered by warranty

The Following Brands have a 10-year warranty

- Freedom Won – 10 years or 4000 cycles at 80% discharge.

Except the following:

- lightning strikes not covered by warranty
- water damage or non other factory faults not covered by warranty

The Following Brands have a 5-year warranty

- Victron Equipment

### Further Terms & Conditions

- Any tampering of any kind with any of the products sold by Hashtag Direct Solutions will VOID all warranties.
- For all solar equipment or systems – any resetting of any components without approval from Hashtag Direct Solutions will result in VOID of warranty. Any works done to a solar system or products provided by Hashtag Direct Solutions by a third-party company or persons not employed or approved by Hashtag Direct Solutions will VOID all warranties on all products and or wiring installed by Hashtag Direct Solutions related to the third party installation or tampering.
- Lightning Strikes are NOT covered by warranty. Shorting of any power connections or supplies are not Covered by Warranty. Any goods installed without proper AC or DC surge protection / Isolation and or lack of earthing will not be covered under warranty. Whether cause of damage or not.
- Any goods provided by Hashtag Direct Solutions that is not installed by a registered installer is NOT covered by warranty and or persons not employed or authorized by Hashtag Direct

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Solutions is not covered by warranty. Or any installation not paid for by the client to Hashtag Direct Solutions but installed by an employee is not covered by warranty.

- Any goods with faults not reported within 48hrs of fault accruing will not be covered by warranty.
- Certain warranty claims may be subject to manufacture terms and conditions of the product in which Hashtag Direct Solutions is subject to follow.
- Certain warranty claims are subject to manufacture processes and may have lead time which may vary from product to product. Hashtag Direct Solutions takes no responsibility of any kind for any impact that may result by a product supplied that may require to be removed for repairs or inspections or lead times in which a repair may take to conduct due to supplier processes.
- In the event a product needs to be removed for inspection or repairs, a replacement product will NOT be provided regardless of the instance or service it provides.
- Any deposits on products for pre orders are NON-Refundable unless agreed in writing with the Managing Director of Hashtag Direct Solutions as deposits from a client are for that specific project or specific make and / or model of a product that has been specifically selected by the client. All goods remain the property of Hashtag Direct Solutions until full deposit is settled and may be sold if the balance is not settled within the agreed time frame to settle the balance. After which the current lead time of the company's ( Hashtag Direct Solutions) installation time or lead time of products arriving or installed is resorted to.
- Should a client opt to provide their own supporting product such as and not limited to – solar panel frame (ground or roof mounting), power house or identified room to house the solar system or inverter products not be constructed in time, ( Whether or not other items such as, but not limited to) inverter and battery are installed while panel frame is being constructed) cause a delay, Hashtag Direct Solutions has the right to defer the installation or remainder of installation to such a time that it suites the companies time frame or open slot for installation. HDS will not push other clients installations back if a client is not ready for installation as per the clients confirmed time of completion.
- Should HSD have an opening to wait for the Solar frame or other item, space, housing, building or but not limited to surface for the installation to be completed, HSD has the right to charge a daily labour rate until the clients structure of any kind for the purpose of HSD installations of its products is complete.
- Failure to pay outstanding balances on pre orders within 3 weeks of goods arriving will result in ordered goods going back into stock for resale. Once the balance of goods are paid for they will be reordered once funds reflect. Any differences in pricing is for clients account. Any delays of lead times of goods is out of Hashtag Direct Solutions Control and will not be held liable for any loses whatsoever.
- Hashtag Direct Solutions accepts no responsibility for any damage / impact or harm caused by the use of any product sold or supplied by Hashtag Direct Solutions.
- All repairs and purchases are to be paid in full before collecting of any goods unless agreed in writing by the Managing Director.
- Any items or goods ordered by a clients personal selection that do not fit into allocated spaces is not the responsibility of Hashtag Direct Solutions and replacements, refunds or credit will not be provided by Hashtag Direct Solutions. Example but not limited to, built in ovens, built in fridges, Batteries etc