

**Important Notice:**

- Where applicable, installations will commence following from on the approval from the City of Cape Town to install but we can still start as sometimes approval takes some time.
- All equipment will remain the property of Go Green Guys (Pty) Ltd until such time as the final payment has been received.
- Whilst every effort will be made to complete the installation within the agreed timeframe, it is important to note that this can be affected by supplier stock delays and weather during the rainy winter months.
- Where additional electrical work is required by the electrician for the system to be compliant, this cost will be for your own account as a COC cannot be issued otherwise

## TERMS AND CONDITIONS

### Payment Terms

- 70% deposit to reserve your stock and book installation
- 30% on completion of the installation and delivery of COC
- Installations will be installed in order of deposits received.

### Applications for solar power installations to the municipality (SSEG)

Solar applications, agreements and permissions granted are between the property owner and the municipality.

Though we take end to end care of the process, we have no sway with the municipalities on the time that it takes for them to issue permissions, meter quotation letters and final approval documentation. We may request the property owner to assist with the municipality to directly follow up on the process. In some cases, the municipality will require a new meter to be installed as part of its solar power framework. Any costs related to this for the meter, cabling and box's to house the meter will be for the client's account. Your municipality may make changes to its electricity tariff structure from time to time.

### Energy Production vs Energy Consumption

Go Green Guys is responsible for energy production and not consumption. It is the client's responsibility to manage their inverter loads and battery settings during load shedding.

### Manufacturer's Warranty

Manufacturer's product warranties are provided by the manufacturer to the client and transferred to the client on completion of installation. In the event of a product fault, authorisation and a product replacement will need to be obtained from the manufacturer. In some cases courier costs may be applicable.

Go Green Guys (Pty) Ltd will assist as an intermediary in regards to the manufacturer's warranty and will cover the on-site replacement cost for the first year and thereafter it will be for the client's account.

## **Roof**

Before installation commences the client will be advised of any defects on their roof and any repairs required will be for the client's account. I.e. broken tiles, cracked slate, corroded corrugate. Go Green Guys (Pty) Ltd will make every effort to ensure our solar panel mounts are fixed correctly and watertight but cannot be held liable for damages in the event that there is a leak and water damage should occur.

## **Wiring**

Our quote includes wiring to the client's main DB Board only.

Go Green Guys (Pty) Ltd cannot be aware of mixed circuits, wiring or DB Board faults until work commences. If an essential backup item is on a mixed circuit and not a dedicated circuit, we cannot connect it to inverters backup supply.

If there is no dedicated cable for essential backup items powered from a client's sub- DB board, we cannot connect it to the inverters backup supply. If any of the above are found, the client will be informed and depending on the extent we will either quote to repair them or request that the client's own electrician carry out the repairs.

We are not equipped to carry out excavation work. If excavation is required to route cabling we will request the client to have the work carried out. If we have to return at a later date to complete the installation a call-out fee will be charged.

## **Inverter Monitoring**

The inverter manufacturer provides free online internet monitoring for the client to monitor their inverter via a web browser or an app. The inverter monitoring is dependent on the inverter having access to the client's internet network and it is the client's responsibility to provide internet access to their or their tenant's network and maintain the inverter's connection to the internet and the stability of their network.

If you make any changes to your network or passwords it is your responsibility to update the inverters password. If your inverter is not connected to the internet Go Green Guys (Pty) Ltd or the inverter manufacturer will not be able to provide you with remote support and there will be no data recorded for that period. If we need to return to connect the inverter to the client's network a call-out fee will be charged.

Go Green Guys (Pty) Ltd is not equipped to provide network installations or network support.

## **Damages**

Go Green Guys (Pty) Ltd will make best effort to take care of the client's property while on-site but cannot be held responsible for any damages that may occur during or after our installation. We request the client please advise us to the best of their knowledge if there are water pipes inside the wall at the proposed inverter position. We will scan the wall with our pipe detector before drilling but cannot be held liable in the event that there are water pipes located in the wall behind the inverter position.

## **Building Projects**

Due to delays faced with regards to building projects we request payment in full for the hardware on order and the installation portion will be as per our normal terms of 70 % deposit and the balance (30%) on completion of the installation. If the site is not ready for our installation on the agreed installation date, we will bill the lost workday(s) to the client and liaise to reschedule your installation. These include a completed roof, access to the roof, a completed DB Board and driveway access. Security for the installed or delivered equipment will be the client's responsibility on construction sites.

**Moving Solar Panels or Inverter**

If the client requests the solar panels or inverter to be moved after they have been installed in the agreed position a quotation will be provided for the move and once accepted will be scheduled at our next available installation date.

**Insurance**

The client is expected to add the cost of their solar system to their property insurance in the event of damage, fire, theft and accidents.

Go Green Guys (Pty) Ltd insurance covers goods in our warehouse and during transport to the client, once on site the insurance requirements are to be covered by the client's insurance. Our liability insurance covers us for unforeseen issues on site while installing but once the installation is complete the coverage is no longer and is handed over to the clients homeowners and contents insurance.

**Call Outs**

There will be no charge for call outs if the fault or error is deemed to be Go Green Guys(Pty) Ltd issue of workmanship, otherwise a call out fee will be charged. A call-out fee will be charged for any internet connection issues/changes.

**Acceptance of the quote:**

Signed on \_\_\_\_\_ at \_\_\_\_\_.

\_\_\_\_\_

**Client Name**