

RMA (Return Merchandise Authorization)

Extract Enphase Energy Warranty:

(To view the full warranty please go to our European website in the downloads library <http://enphase.com/eu/downloads/>)

- **If Enphase elects to repair or replace the Defective Product, Enphase will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Enphase reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Enphase repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or ninety (90) days from the date of Enphase's return shipment of the repaired or replacement product, whichever is later.**
- **The Limited Warranty covers both parts and labor necessary to repair the Defective Product (if Enphase elects to repair the Defective Product), but does not include labor costs related to (i) un-installing the Defective Product or (i) if applicable, re-installing a repaired or replacement product. To the extent applicable, the Limited Warranty also covers the costs of shipping a repaired or replacement product from Enphase, via a non-expedited freight carrier selected by Enphase, to locations within Belgium, France, Italy, Luxemburg, Netherlands, Switzerland and the UK but not to other locations outside the mentioned countries.**
- **The Limited Warranty does not cover, and Enphase will not be responsible for, shipping damage or damage caused by mishandling by the freight carrier and any such damage is the responsibility of the freight carrier.**
- **All Defective Product must be returned with a Return Merchandise Authorization Number (RMA) which customer must request from Enphase. Before requesting the RMA, however, the customer should contact an Enphase technical support representative to evaluate and troubleshoot the problem while the Enphase Microinverter is in the field, since many problems can be solved in the field.**

What to do in order to receive replacement Enphase equipment?

- If the onsite repair has not resolved the problem, you can request an RMA number to receive replacement equipment with a transport form to be able to return, free of charge, the faulty equipment. To do this please contact our customer service team for France, Benelux and Switzerland on the following number:

Tel +33 4 74 98 29 56

Or send an email to the following address:

support_france@enphaseenergy.com

- Your request must include the following information :
 - Site name and number
 - Faulty equipment serial number (M215 or Envoy gateway).
 - A detailed description & date of the fault.
 - Delivery address for the return of repaired or replacement equipment.
 - Proof of purchase of the faulty equipment in any of the following formats :
 - (1) Purchase receipt that includes the initial date of purchase from the supplier to the end user,
 - (2) The suppliers dated invoice or receipt that provides the suppliers status and coordinates,
 - (3) The dated purchase invoice or receipt indicating the product exchange under warranty.



PLEASE NOTE - All faulty products that have been authorized for return should be sent wherever possible in their original packaging or another equivalent packaging providing equivalent protection. The faulty returned product should not have been dismantled or modified/tampered with in any way without prior written consent from Enphase.

How to return the faulty equipment after receiving new equipment?

- After receiving the new unit please place the faulty equipment in the dedicated Enphase packaging that you received the new unit in.
- Please indicate on the box the RMA number that we have supplied you with 10000xxxxx
- Please place the return equipment sticker we have provided on the parcel and contact Fedex or drop off at your nearest Fedex office.
 - Luxembourg : Customer Service 8002/35 55
 - Belgium : Customer Service 02 752 75 75
 - France : Customer Service 0820 123 800
 - Switzerland : Customer Service 0848 1 33339
 - The Netherlands : Customer Service 020 65 55 260
- Please send an email to support.france@enphaseenergy.com including the following information:
 - Site name and number
 - Faulty Equipment Serial Number
 - New Microinverter Serial Number