

DENIM

WARRANTY CLAIMS PROCEDURE



Warranty claim? Start here!

SIMPLY SEND YOUR DOCUMENTS AND PHOTOS TO:
INFO@DENIMSOLAR.COM

TIP 1: COMPLETE CHECKLIST = FASTER PROCESSING

TIP 2: INCLUDE EXTRA DATA UPFRONT TO AVOID FOLLOW-UP

CONSUMER TIP:

We recommend contacting your installer to help gather all required info and measurements. It'll speed up the process and ensure nothing is missed.

SUBMIT A CLAIM

SIMPLE CHECKLIST

To start the process, please send the following basic information to info@denimsolar.nl

- A description of the issue including name & type of the module(s)
- Date of installation
- Copy of the purchase invoice
- Photo of the system (front and back of array)
- Photo of the surrounding area (e.g. for shade analysis)
- Close-up photo of the affected panel
- Serial number of the panel in question

1.

3.

TECHNICAL EVALUATION

WE'LL DETERMINE THE ROOTCAUSE

Once we receive your claim, our technical team will carefully review all the information.

We'll look at the panel's performance, the installation context, and the data you've provided to determine what's going on.

- **If there's a product defect:** we'll move on to the next step and offer a suitable resolution.
- **If the issue is caused by installation or external factors** (e.g. shading): we'll explain this clearly and close the case.

You'll always receive a clear explanation of our findings.

EXTRA INFO

MEASURING IS KNOWING

To avoid any delays, please also include the following items right away — even if they're not always required.

We only ask for them when absolutely necessary, but sending them upfront helps speed up the process:

- Open Circuit Voltage (OCV) measurement (with multimeter)
- Photo of the junction box (cover removed)
- Additional close-up photos of the affected panel

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4.

DECISION & NEXT STEPS

WE BELIEVE IN CLEAR COMMUNICATION

If your claim is accepted, we'll offer a fair solution. This may include:

- A partial refund or credit based on the current market value of the panel.

The outcome will be shared with you or your installer, and the case will be logged for our ongoing quality monitoring.