



Standard Terms and Conditions

Quotation / Payments / Material and Installation:

The quote is valid for 7 days only or while stocks last.

All pricing of equipment is subject to change within the validity period of this quote as per ROE changes.

Payment Terms: 80% Deposit on the order confirmation.
 20% Final payment on commissioning and handover of installation.
 COC will be issued on receipt of full and final payment.

Note! Deposits paid are non-refundable once material has been ordered for your installation.

Your order will only be seen as accepted on receipt of the deposit payment in our account, once received, the material ETA will be confirmed, and the material will be ordered. A schedule/installation date will be provided for the installation once the material ETA has been confirmed.

Material - Standard 3 – 5 Days from receipt of payment.

Installation - Standard 2 – 5 Days after receipt of material.

Once the material has been delivered to the site it is the responsibility of the client to ensure safekeeping.

Signature

Installation Terms:

The customer is required to advise on the installation positioning as required for a compliant installation by Ampnet Solar. Dimensions required will be provided and discussed with you.

The customer is to ensure that a sufficient Internet connection (Wi-Fi) is available at the place of installation for the inverter to connect to. Required 2.4GHz Connection without any limitations. Wifi is for the customer to sort out any call outs for Wifi problems will be chargeable.

DB Split into Essential and Non-Essential loads are subject to existing circuit arrangements. (IE. If your fridge plug is on the same circuit as your oven or plugs used with element-based equipment an additional circuit will have to be installed for the fridge (This will have an additional cost to quote provided))

Electrical COC is excluded and charged separately unless quoted for. Original COC will only be issued on receipt of full and final payment. Your current valid COC for the property must be provided prior to or during the installation.

If no or valid COC is available a full COC inspection will have to be done on-site at an additional cost which will be quoted for.

All quotes and work are subject to verbal and or written variation orders. The Customer agrees to make payment of all variation orders, whether verbal and/or written as agreed on-site or telephonically.

Labor is an estimated calculation and is subject to fluctuation due to unforeseen circumstances on site. If any existing issues are found in the current electrical reticulation which must be repaired for the new compliant installation to be fully functional, the repairs will be charged at an additional cost.

If there are any delays due to site conditions / Additional customer requests, time will be charged accordingly.

No return policy on any products installed, should a specific item be faulty this will be covered under our warranty and the manufacturer's warranty. Product failure will be subjected to a call-out fee to return to suppliers and reinstallation at your property.

Signature

Warranties and Exclusions:

Ampnet Solar (PTY) Ltd does not carry any direct warranties on any product supplied or installed.

Standard manufacturer's warranty as stipulated on your quote and invoice applies to all equipment and material supplied and installed by Ampnet Solar (PTY) Ltd. Should the product fail, Ampnet Solar will take the product out and return it to the manufacturer's repair/warranty center for assessment. The general lead time for assessments is 4 to 10 working days. Once the report has been received and the repair center advised if repairs will be under warranty or payable, you will be notified by our office. Ampnet Solar has no control over the repair time of the product returned and will only be able to provide you with regular updates during this time. Should the failure be due to misuse/negligence, or any other condition not related to the installation, there will be a labor and travel charge for the removal, delivery/collection to the supplier, and replacement of the failed product that was repaired or replaced under the product warranty.

Signature

Workmanship:

The workmanship warranty is 24 months from the date of completion by Ampnet Solar (PTY) Ltd. All Warranty claims are subject to investigation and reporting on faults found. Should the fault not be due to our workmanship a standard call-out fee, labor and traveling will be charged. Should any changes have been made to work completed by Ampnet Solar (PTY) Ltd, by another contractor the workmanship and Product Warranty will be Null and Void, and labor charges will be applicable for the call-out.

All products or workmanship warranties are excluded from any Abuse or self-inflicted damage by the client, Malicious damage, Fire, Natural Disasters, or any "Act of God"

Ampnet Solar (PTY) Ltd will not be liable for any damage or losses to property or loss of income due to delays on site, which is out of our control.

Signature

Roofing conditions, exemptions, and workmanship,

IBR Sheeting

Should the IBR sheets be old, rusted, or not well mounted to the roof's struts, walking on the roof itself might cause damage to the IBR sheets. This may lead to leaks or unsightly bends on the sheets themselves. Ampnet Solar (Pty) LTD will resume installation of the solar plant with caution at the client's consent.

Corrugated Sheets

Should the corrugated zinc sheets be old, rusted, or not well mounted to the roof's struts, walking on the roof itself might cause damage to the corrugated sheets. This may lead to leaks or unsightly bends on the sheets themselves. Ampnet Solar (Pty) LTD will resume installation of the solar plant with caution at the client's consent.

Roman Tile

Tiles are a very abrasive material and do accumulate cracks over time. Ampnet Solar (Pty) LTD will resume installation of the solar plant with caution at the client's consent and will not take responsibility for any damage done due to existing cracks, leaks, or a weakened structure.

Clip Lock

Should the Clip Lock zinc sheets be old, rusted, or not well mounted to the roof's struts, walking on the roof itself might cause damage to the roof sheets. This may lead to leaks or unsightly bends on the sheets themselves. Ampnet Solar (Pty) LTD will resume installation of the solar plant with caution at the client's consent.

Slate Tile

Tiles are a very abrasive material and do accumulate cracks over time. Ampnet Solar (Pty) LTD will resume installation of the solar plant with caution at the client's consent and will not take responsibility for any damage done due to existing cracks, leaks, or a weakened structure.

Harvey Tile (aluminum)

Aluminum is a very soft metal and can be bent easily when the supporting structure is not up to standard. Ampnet Solar (Pty) LTD will not take responsibility for any damage done to a Harvey tile roof due to a below-standard supporting structure for the aluminum sheets.

Flat Concrete Roof

Ampnet Solar (Pty) LTD offers two ways to mount panels on a concrete roof.

The 1st solution uses concrete ballasts and does not put your roof's structure or waterproofing at risk.

The 2nd solution requires us to drill into the concrete roof and secure the bolts with a chemical anchor. This will compromise the waterproofing of the concrete roof.

Ampnet Solar (Pty) LTD will not take responsibility for any leaks that might occur when this method is used. Although all procurations will be taken to ensure proper workmanship and minimal to no damage,

Ampnet Solar (Pty) LTD will not take responsibility for any damage done due to existing cracks or damaged or weakened structures.

Ampnet Solar (Pty) LTD does not take responsibility for any damage to the roof due to a weakened structure, old or damaged roofing materials, or existing damage.

Signature

Trenching and Excavations, exemptions, and workmanship

All Trenching and Excavation work if so in Soil, Grass, Concrete, Tar or Paving will be done as neatly as we can.

All excavations will be closed after installation with existing soil or grass, for concrete new concrete will be quoted for and installed where needed to the best of the teams capabilities.

Paving and Tar excavation is recommended to be reinstated by a professional company at the clients own cost should you wish for us to install sleeving or cabling under these services.

Ampnet Solar takes no responsibility or liability whatsoever for reinstated services.

Signature

Service Level Agreement

By accepting Quotation No: _____, you the customer legally appoint and accept Ampnet Solar (PTY) Ltd, Terms and Conditions to render the services as stated in the above-mentioned Quotation to you our valued customer.

The services will include those stated on the quotation and will be supplemented by variation orders from time to time.

Should you wish to purchase additional services or products during this agreement, you will place a written order for such services as an agreement of change of work by both parties.

Ampnet Solar (PTY) Ltd shall in executing the services as set out in the quotation accepted. Ampnet Solar, its employees and representatives will, Act in utmost good faith towards you the customer.

Ampnet Solar, its employees and representatives will Maintain the confidentiality of any confidential information which may come into its possession while performing the services.

Ampnet Solar, its employees and representatives will Maintain the satisfaction of the customer, and transparency with regards to all dealings between the customer and itself.

Ampnet Solar (PTY) Ltd, will always be professional and only make use of qualified and trained staff to do your installation. We will ensure that all our work is always done in a professional and acceptable manner. On final commissioning/handover of completed work, the technician will ensure that you are satisfied with the completed work and understand the know-how with regard to the installed products.

Ampnet Solar (PTY) Ltd will honor all its obligations to the client and work with the client in the event of product failure or system performance issues on site as set out in our Terms and Conditions and Service Level Agreement.

Signature

Ampnet Solar (PTY) Ltd will at no charge monitor and provide telephonic support for the 1st 12 months of your system, thereafter a monthly service fee of R350.00 incl. Vat or a once-off payment of R4200 incl Vat per year, payable upfront, will be applicable for remote monitoring and telephonic support should you wish to continue with this service. Please indicate if you would like to consider Online support after the first year.

Y/N

Ampnet Solar (PT) Ltd.'s team is available to guide and assist you with any queries and concerns. You can contact our offices at (012) 006 0056/7 or send an email to sales@ampnetsolar.co.za for any assistance.

General:

All goods remain the property of Ampnet Solar (PTY) Ltd until paid for in full.

Overdue invoices are subject to a 10% interest fee, charged weekly until full payment has been received.

Terms and Condition is subject to change without prior notice. All rights reserved by Ampnet Solar (Pty) Ltd.

Signed for and on behalf of Ampnet Solar (PTY) Ltd.

Riaan Jansen van Vuuren
Managing Director

Signature

Signed for and on behalf of the Client:

Name:

Continue to the next page.

Purchase / Installation Agreement

Acceptance of Quotation No: _____ and SOW (as stipulated on the quote) between

Ampnet Solar (PTY) Ltd

and

_____ (Client name), each party agrees to the terms and conditions as set out above. (Each section is signed also)

One Invoice will be submitted for the installation on completion thereof. The Invoice will reflect payments made on the Installation.

On receipt of your deposit and any other payments, you will receive a payment confirmation receipt from Ampnet Solar.

Quoted Amount: _____

Deposit Payable: _____

Final Payment: _____

Variation orders will be invoiced separately.

This agreed and signed at _____ on this _____ day of _____ 2023

_____ (Client Signature) and _____ for Ampnet Solar
(Sales Representative)

Notes you would like to share with us:
