



Bringing renewable technology
down to earth!



Solar Direct Vortex Warranty Return Procedure

Step #1. The customer calls Solar Direct (SD) warranty processing department (WPD) **PH# 941-359-8228 Ext 100** or emails vortexwarranty@solardirect.com to report a defective panel qualified under the terms and condition of the Vortex warranty coverage.

Step #2. SD's WPD then emails, faxes, or mails a warranty request form (WRF) package to the customer. This will include instructions on how to remove and replace the solar panel(s), remove the new panel(s) from the box, cut the four corners off of each of the defective panel(s) and ship the defective corners back to Solar Direct

Step #3. At this point the customer is required to fill out the Vortex warranty request form and send it back to Solar Direct via email, fax or mail with photos of the defective panel(s) displaying the leak(s) in the panel(s) in order for Solar Direct to approve there warranty claim. Upon Solar Directs request the customer may be required to send a copy of there installation contract, original SD invoice and or a copy of the contractors invoice to assist in verifying the warranty claim. The customer must complete all the requested information on the WRF, failure to do so can dramatically increase the warranty processing time of the claim and may result in denial of claim. Some of the information required on the WRF is as follows:

- a) The date the warranty claim is being requested
- b) The date the customer received the original order and/or the day the solar pool heating kit was installed.
- c) A "ship to address" so we know where to send the warranty replacement(s).
- d) Credit Card info.

Step #4. When Solar Direct receives the completed WRF Solar Directs WPD begins the process of reviewing, approving, scheduling and finally shipping the replacement panel(s) to the "ship to address" provided. This process typically takes 7-14 business days (Note: 20-30 Business days during SD's spring and fall solar pool heating busy seasons). Once the replacement panel(s) has been shipped to the customer SD's accounting department is instructed to charge the customers credit card provide to SD on the WRF the **total cost of shipping the warranty replacement panel(s) plus an additional \$10 warranty handling fee for each defective panel claiming warranty**. An invoice will also be sent to the customer outlining these charges after the replacement panel(s) has left SD's warehouse.

Step #5. Upon receipt of the replacement panel(s) the customer then has 30 days to send the 4 corners of each defective panel(s) back to SD to avoid any charges on there credit card for the full cost of the replacement panel(s) shipped.

Note: Solar Direct has a 30 day warranty return policy in place to prevent customers from claiming a fraudulent warranty claim by claiming they have a defective panel(s) but in reality the panel(s) claiming to be defective has no apparent defect. Any customers caught filing fraudulent claims under the terms and conditions of the Vortex warranty coverage will automatically void any existing Vortex warranties they have with Solar Direct and the full cost of the replacement panel(s) shipped will be charged to the credit card number provided to SD on the WRF.