



Bringing renewable technology down to earth!



Vortex Warranty Replacement Request Form

As per the Vortex Warranty Policy, the customer will be provided a replacement panel(s) at no charge. Solar Direct requires the customer to fill out this request form and send it back to Solar Direct via email, fax or mail with photos of the leaking panel(s) claiming warranty. As a courtesy, we ship the replacement panel in advance, and it is the customer's responsibility to return the four corners of each defective panel within 30 days of receiving the replacement panel(s).

Due to increases in fuel, shipping & handling services, Solar Direct can no longer provide free shipping to our customers for warranty replacement panel(s). The total cost of shipping the warranty replacement panel/s plus an additional \$10 handling fee per panel will be charged to the credit card provide on this form the day the replacement panel/s are shipped out. A Solar Direct invoice will be sent to the customer outlining these charges after the replacement panel(s) has left Solar Directs warehouse.

If the customer chooses to pick up the warranty replacement panel(s) at our Sarasota, FL warehouse a\$10.00 handling fee per panel applies.

The customer is required to cut the four corners off of each defective panel and ship them back to Solar Direct, postage prepaid by the customer within 30 days of receiving the replacement panel(s). No COD's will be accepted.

Signing this form and acceptance by the customer of the replacement panel(s) constitutes authorization to charge the customers credit card on file for the full amount for each warranty panel received in the event the 4 corners of each defective panel is not returned to Solar Direct within 30 days after receipt.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Shipping Address: [ ] Same as Billing

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp \_\_\_\_\_

CVV# \_\_\_\_\_ Security code on back of credit card (Amex may have it on front) (3 digits for Visa, MC, & Disc / 4 digits for AmEx)

How Many Replacements Required:

Draw diagram of complete SPH system

Indicate Panel(s) leaking & location of leak

- Qty \_\_\_ 4'x\_\_\_' Panel Code#20War-Tsi-VT\_\_
- Qty \_\_\_ 4'x12' Panel Code#20War-Tsi-VT48
- Qty \_\_\_ 4'x10' Panel Code#20War-Tsi-VT40
- Qty \_\_\_ 4'x8' Panel Code#20War-Tsi-VT32

Problem & Location of the Leak:

- [ ] Leak at Header Weld
- [ ] Leak in Absorber Board
- [ ] Other: \_\_\_\_\_

Original Date of System Installation: \_\_\_\_\_