



InstaGen One Plug In Solar PV Technical Support & Replacement Policy

If you received your items more than 30 days ago

In the event that your **InstaGen ONE Plug In Solar Kit** system develops a fault, please contact our Technical Department on **0800 988 2499** or **help@instagen.co.uk** for assistance.

Our Technical Department will guide you through a series of diagnostic tests to identify the cause of the fault and, where reasonably practicable, resolve the issue remotely.

Where the fault cannot be resolved remotely, InstaGroup will, at its discretion and subject to the terms of this Policy, arrange for the faulty InstaGen ONE Plug In Solar Kit system to be replaced.

The replacement system will be provided in exchange for the return of the faulty item, which may be required to be returned to InstaGroup in accordance with our instructions.

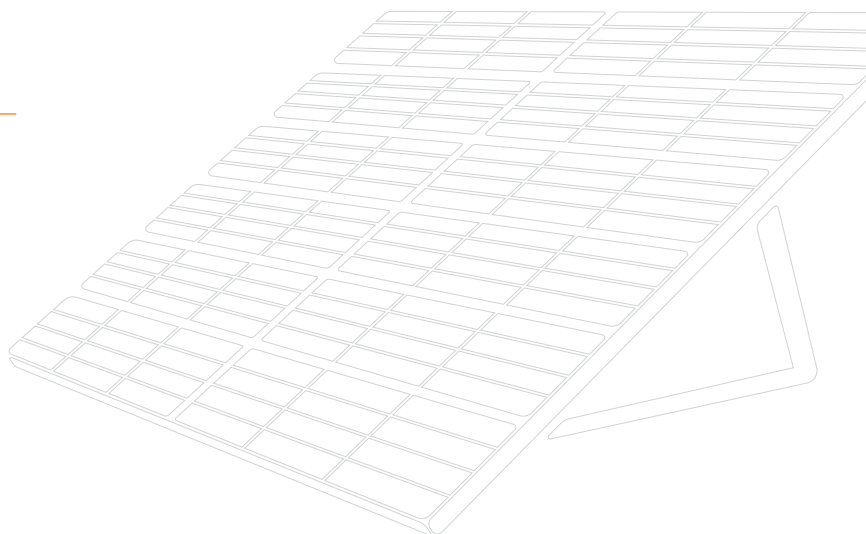
This Policy does not apply where the fault, damage or failure has resulted from physical damage, accidental damage, misuse, neglect, improper installation, unauthorised modification, or any use of the system contrary to the manufacturer's instructions or applicable operating requirements.

Nothing in this Policy shall affect or limit your statutory rights. Where applicable, your statutory rights remain unaffected.

If you received your item less than 30 days ago

If the item is **faulty, defective, or arrives damaged**, you may be entitled to a refund, subject to your statutory rights and any applicable terms and conditions.

Please contact the retail outlet you purchased your system from who will arrange a refund, repair or replacement for you.



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