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Service Level Agreement & Warranty Policy Statement:
Document #: Tamuz_SLA_Warranty_Statement_04 (Rev.-01012023)

<p>1) Products Covered and Duration of Warranty:</p> <p>This Limited Warranty of Tamuz Electronics Ltd applies to power and hardware products and services manufactured or distributed by Tamuz Electronics Ltd. The term “product” means a Tamuz development or manufacture or distributes product or accessories or any combination of them. The product purchased shall be free from defects in material and workmanship from the date of shipment by Tamuz for the length of time shown in table A. Unless otherwise specified in table A, all parts carry a warranty period of 90 days.</p>
<p>2) Production Status:</p> <p>Each product is manufactured from new parts, or serviceable used parts (which perform like new parts). In some cases, the product may not be new and may have been previously repaired. Regardless of the product’s production status, Tamuz's warranty terms apply as shown in tables A.</p>
<p>3) Terms of the Warranty:</p> <p>Tamuz warrants that the product which have purchased from Tamuz or a Tamuz authorized reseller is free from defects in materials and workmanship under normal use during the warranty period. The warranty period begins on the day of shipment from Tamuz. The warranty extends only to the original purchaser. It is not transferable to anyone who subsequently purchases the product from the original purchaser. It excludes all expendable parts. During the warranty period, the Tamuz Service Center will repair or replace defective parts with new parts or, at the option of Tamuz, serviceable used parts that are equivalent or superior to new parts in performance. This Limited Warranty extends only to products purchased from Tamuz or a Tamuz authorized reseller. This Limited Warranty does not extend to any product that has been damaged or rendered defective (a) as a result of accident, misuse or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated herein; (d) by the use of parts not manufactured or sold by Tamuz; (e) by modification of the product; (f) as a result of war or terrorist attack; or (g) as a result of service by anyone other than Tamuz or a Tamuz authorized reseller or authorized agent.</p> <p>Except as expressly set forth in this warranty, Tamuz makes no other warranties expressed or implied, including any implied warranties or merchantability and fitness for a particular purpose. Tamuz expressly disclaims all warranties not stated in this limited warranty. Any implied warranties that may be imposed by law are limited to the terms of this express limited warranty.</p>
<p>4) Limitations of Remedy:</p> <p>Tamuz is not liable for any damages caused by the product or by the failure of the product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Tamuz is not liable for any claim made by a third party or made by the original purchaser for a third party.</p> <p>This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be waived or amended by any person. This limitation of liability will be effective even if Tamuz or an authorized Tamuz representative has been advised by the original purchaser of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.</p>
<p>5) Obtaining warranty Service:</p> <p>For a defect during the warranty period, you will need a Return Material Authorization (RMA) number before you can return the product. Contact Tamuz or a Tamuz authorized reseller to obtain an RMA number. Return the defective item, freight and insurance prepaid, in the original shipping package to Tamuz or your Tamuz authorized reseller. A reference of your RMA number must appear on the outside of the shipping package. Tamuz is not responsible for any loss or damages incurred in shipping. A Tamuz Failure Analysis/Test</p>





Engineer or a Tamuz authorized reseller must validate all warranty claims.

6) Warranty Exclusions:

- Product purchased from anyone other than Tamuz or a Tamuz authorized reseller.
- Expendable parts such as connection wires and plugs.
- Damage from misuse, abuse or neglect.
- Damage from fluids on or in the product.
- Damage from use outside the product’s usage or storage parameters.
- Damage from use of parts not manufactured or sold by Tamuz.
- Damage from modification or incorporation into other products.
- Damage from repair of warranted parts by a person other than a Tamuz authorized service provider.
- Damage from failure to perform preventative maintenance.

7) Service Availability:

Contact mode:	Contact details:	Availability:
Telephone support	+972-9-7633000 (Ex-0)	9:00 A.M. to 5:00 P.M. (Sunday – Thursday)
Fax notification	+972-9-7633011	24/7
Email support	quality@tamuz-ele.co.il	9:00 A.M. to 5:00 P.M. (Sunday – Thursday)
Website	Contact form at: www.tamuz-ele.com	24/7

Remark: Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

Table A:

Product group:	Product warranty period:	Service time needed (for product in stock):	Service time needed (for product out of stock):
Batteries	3 months	1 week	6 weeks
Charger	6 months	2 weeks	6 weeks
Converters	6 months	1 week	8 weeks
Solar modules	6 months	1 week	8 weeks
Solar systems	6 months	2 week	8 weeks
Power components	6 months	1 week	6 weeks
Hardware	6 months	1 week	4 weeks

