

## ***Information regarding compensation fee for the device replacement under Huawei warranty. (for installer)***

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We hereby inform you about the procedure for obtaining a refund in accordance with the general warranty conditions for Huawei devices. The following company is responsible for disbursing funds to you and your clients:

**Rockitworks Sp. z o.o.  
Obrzeźna str. 5  
02-691 Warsaw, Poland  
VAT No: PL5272595984**

Procedure for receiving a refund:

1. The condition for receiving a refund is the installation of a new device and the return of the damaged device, in accordance with the Huawei warranty replacement procedure.
2. Each customer applying for a refund sends a collective invoice once a month (for all listed devices) to the e-mail address [huawei.invoices@rockitworks.pl](mailto:huawei.invoices@rockitworks.pl)
3. The invoice must contain the following information:
  - item on the invoice "warranty replacement fee" in the amount of: EUR 110, for each replaced device.
  - the invoice must be sent in PDF format enabling data to be copied from it;
  - bank name, company address, account number in IBAN format

The rules apply to all devices covered by warranty except optimizers.

In the case of replacing optimizers, the procedure is the same, and the "fee for warranty replacement" on the invoice should amount to:

EUR 110 gross, for the first mentioned optimizer included in a given application complaint and EUR 25, for each subsequent replaced device.

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4. The invoice must be accompanied by a document (Excel spreadsheet) containing the following information:

- serial numbers and models of the defective devices,
- serial numbers and models of the received/replaced devices,
- number assigned by the service center for each case (it appears in email titles).



Compensation  
file.xlsx

5. Mandatory condition for the first claim to pass the below certification:

AT: [https://community.solar.huawei.com/at/certification\\_new.html](https://community.solar.huawei.com/at/certification_new.html)

CZ: [https://community.solar.huawei.com/cz/certification\\_new.html](https://community.solar.huawei.com/cz/certification_new.html)

SK: [https://community.solar.huawei.com/sk/certification\\_new.html](https://community.solar.huawei.com/sk/certification_new.html)

6. After successful verification of the information in the attachment by the purchasing department, Rockitworks will pay the amount stated on the invoice to the indicated account. The transfer should be made within 30 days from the date of a correctly issued invoice.