

## **JRT Solar Disclaimer**

### **1. Terms of Use**

This product is offered to you conditioned upon your acceptance, without modification, of the following terms, notices, and disclaimers.

### **2. Registered Account**

For safety and security, each customer is allowed to create only one registered account by default. For customers who attempt to create several accounts, *we reserve the right to suspend accounts without further notice.*

### **3. Ordering**

Whilst all efforts are made to ensure accuracy of product descriptions, specifications, and pricing there may be occasions where errors arise. Should such a situation occur, JRT Solar cannot accept your order. In the event of a mistake, you will be contacted with a full explanation and a corrected offer. The information displayed is considered as an invitation to treat not as a confirmed offer for sale. The contract is confirmed upon seller's delivery of goods to the third-party carrier.

*Accordingly, both parties agree that, upon delivery of the goods to a third-party carrier the buyer bears the full risk of loss.* Following order dispatch, transportation is the sole responsibility of the third-party logistics company, and as such, seller expressly disclaims any and all liability resulting from issues arising after the goods are delivered to the third-party carrier. During this stage, full ownership of the product(s) belongs to the buyer; all associated liability and risks during transportation shall be borne by the buyer.

Given the popularity and/or supply constraints of some of our products, JRT Solar may have to limit the number of products available for purchase. JRT Solar reserves the right to change quantities available for purchase at any time, even after you place an order.

All transactions through JRT Solar are processed and protected by Wix. Reach us anytime for any other type of purchases, these terms are an agreement between you and Wix and goods and/or services will be delivered by Wix.

### **4. Order Cancellation**

Customers can cancel their orders up to 24 hours post original order placement; please contact our Customer Support. However, once the order has been dispatched, the order cannot be canceled, changed, or refunded. Upon receipt of the package, our Warranty and Return policy goes into effect.

### **5. Shipping and Delivery**

Shipping ("ships in") times displayed on JRT Solar refer to the estimated time it takes for packages to leave our hands. Since the actual delivery of your order can be impacted by many events beyond JRT Solar's control once it leaves our facilities, we suggest that if customers have a special occasion or event that they wish to use their item for, such as a birthday, that they order

their items well in advance. JRT Solar cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth shopping experience.

JRT Solar provides information on our site, that provide details of shipping delays due to the Christmas peak season and encourages customers to order in advance. We can therefore not be held responsible if a customer does not receive their order in time for Christmas or other holidays.

There may be occasions when JRT Solar confirms your order but subsequently learns that it cannot supply the ordered product. In the event we cannot supply a product you ordered in a timely fashion, JRT Solar will contact customers and offer to cancel the order and refund purchase prices in full.

We try to make the delivery process as simple as possible, and we are able to send your order either to your home or to your workplace. We can ship to PO Boxes via all shipping methods, except for Expedited Shipping because signatures are required upon delivery. Express shipments of this type can only be delivered to physical addresses.

Shipping and delivery times are calculated in working days from Monday to Friday. In the case of major holidays such as Christmas, etc. please allow extra delivery time. During those special occasions we will provide notices to reflect possible delays.

Customers are responsible for providing complete and accurate shipping addresses. JRT Solar cannot make changes to your shipping address once a package has been shipped, and JRT Solar is not liable for packages lost due to incomplete or inaccurate addresses.

JRT Solar cannot be held responsible for any package that does not make it through the local customs and is destroyed due to the item being illegal in the destination country. Customers are solely responsible for complying with their local laws. We can also not be held responsible for any import tax that may occur and it is the customers sole responsibility to pay this fee, if any.

All orders reported as "delivered" by shipping companies are considered delivered. JRT Solar cannot be made liable of non-delivery in this case.

Any order that does not have shipping insurance will not be the responsibility of JRT Solar and the customer takes full liability for their package during the shipping process.

## **6. Exchange and Returns (Money Back Guarantee)**

If/ when you receive your product(s), you are not completely satisfied you may return the items to us, within 20 days for a refund. Returns will take approximately 5 working days for the process once the goods have arrived. The precise length depends on the payment provider used (e.g. PayPal, credit card company, etc.). Items must be in their original packaging, all the original boxes must be intact and included, along with all packaging materials, manuals, blank warranty cards, plus all accessories and documents provided by the manufacturer.

You must first contact us and be in receipt of a return merchandise authorization (RMA) number before sending any item back. Any product returned without an RMA number will not be refunded.

The money back guarantee does not cover volume/wholesale and customized orders. Shipping back to JRT Solar is paid for by the customer. We are unable to refund you postal fees.

Any product returned found not to be defective can be refunded within the time stated above. Goods found to be tampered with by the customer will not be replaced but returned at the customer's own expense.

By default, the refund amount cannot exceed the original order amount paid to JRT Solar. JRT Solar is not responsible for and has no knowledge about any bank fees or exchange rate charges that may occur. These fees are processed by the issuing bank and will not be refunded by JRT Solar.

#### **7. Non-Returnable**

Discounted or end of line products can only be returned for repair. No refunds or replacements will be made.

#### **8. Incorrect/Damaged Goods**

We try very hard to ensure that you receive your order in pristine condition. If you do not receive the products ordered, please contact us. In the unlikely event that the product arrives damaged or faulty, please contact us immediately.

#### **9. Product Descriptions**

While we try in good faith to be as accurate as possible, we do not warrant that product descriptions or other content is accurate, complete, reliable, or error free. From time to time there may be information on JRT Solar that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing and availability.

We reserve the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice. If a key product specification is changed after you place an order or within seven days of delivery, you can cancel and return the order for a full refund.

#### **10. Prices**

Prices and availability of items are subject to change without notice. The prices do not include import tax and duties, should your package become examined and deemed taxable by your local customs. Payment of these is the responsibility of the buyer.

#### **11. Privacy Notice**

Note: Newsletter subscription on the registration page checked by default. JRT Solar respects customer privacy. Please read about our privacy policy here:

## **12. Customer Conduct**

Although JRT Solar will always strive to resolve issues to the satisfaction of the customer in a professional, courteous and friendly fashion, we will not tolerate any unacceptable or unreasonable behavior towards our Customer Service Team members.

Unacceptable behavior directed towards Customer Service staff or JRT Solar may, for example, include any of the following:

- Aggressive, abusive and threatening behavior. Examples include: any and all direct or implied threats on any communication channel; intimidating language; personal and verbal abuse; sexist, racist, homophobic, or derogatory remarks; rudeness; inflammatory statements; swearing; and unsubstantiated allegations.
- Persistently making habitually demanding or vexatious complaints, despite the matter having been fully addressed; similarly, repeating complaints persisting despite reasonable and fair solutions being offered in accordance with our policies.
- Asking, expecting or demanding staff to breach established company policy guidelines, e.g. refund amount, timelines, special compensation, etc.; similarly, seeking an unrealistic outcome beyond the scope of our own policies and procedures.
- Repeatedly changing the nature (or focus) of a complaint or the desired outcome, part way, after a formal response has been provided.
- Excessive number of complaints compared to the total purchase value history.

For such behavior, complainants may be advised and formally notified of the following:

- Their language is considered offensive, abusive, threatening, and wholly unacceptable.
- They must refrain from using such language, intimidation, and threats.
- There will be no further exchange of correspondence on the matter if they persist with this behavior.

JRT Solar reserves the right to no longer accept orders from the customer in the future without further notice.

## **13. Complaint Escalation process**

This process applies strictly to Customer Service issues. For separate legal issues such as copyright, please view our legal page [here](#).

If the customer is dissatisfied with the solution offered by our Customer Service, the customer may contact our Ticket Supervisor by sending email to JRT Solar customer support.

All complaints will be answered within 24 hours except on weekends and public holidays.

#### **14. Copyrights**

All content included on the site such as text, graphics, logos, button, icons, images, audio clips, digital downloads and software are all owned by JRT Solar and are protected by international copyright laws.

#### **15. License and Site Access**

JRT Solar grants you a limited license to access and make personal use of this site. This license does not include any forms of commercial use of this site or its contents, any collection and use of any products, any collection and use of any product listings descriptions or prices, any derivative use of this site or its contents, any downloading or copying of account information for the benefit of another merchant, or any use of data mining, robots or similar data gathering and extraction tools. This site may not be reproduced, duplicated, copied, sold, resold, or otherwise exploited for any interest without express written consent from JRT Solar.

#### **16. Limitation of Liability**

JRT WILL NOT BE LIABLE, AND BUYER WAIVES ALL CLAIMS AGAINST JRT, FOR DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR COMMERCIAL LOSSES, WHETHER OR NOT BASED UPON JRT'S NEGLIGENCE OR BREACH OF WARRANTY OR STRICT LIABILITY IN TORT OR ANY OTHER CAUSE OF ACTION ARISING FROM THE USE OR MISUSE OF JRT'S PRODUCTS.

#### **17. Product Use**

Buyer is solely responsible for determining if a product is fit for a particular purpose and suitable for Buyer's method of application. As such, the Buyer hereby agrees it is purchasing this product as-is. Accordingly, and due to the nature and manner of use of JRT's products, JRT is not responsible for the results or consequences of use, misuse, or application of its products. All instructions, statements, and recommendations are either based on the tests or experience that JRT believes to be reliable, but they are not guaranteed.

**WARNING – THE MISUSE OR MISAPPLICATION OF THIS PRODUCT MAY RESULT IN SIGNIFICANT HARM. PLEASE READ AND FOLLOW ALL INSTRUCTIONS PERTAINING TO THE USE AND INSTALLATION OF THE PRODUCT BEFORE USE. DO NOT USE THIS PRODUCT FOR ANY PURPOSE OTHER THAN ITS INTENDED USE.**

#### **18. Compliance**

Buyer agrees to comply with all federal, state, local and foreign rules, regulations, ordinances, and laws applicable to buyer's obligations hereunder and buyer's use of the products.

#### **19. Severability**

If any provision herein is held to be unlawful or unenforceable, the remaining provisions will remain in effect.

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