



Delivery and Return Conditions

1. Delivery Acceptance

- a. The scope and execution of services and deliveries are to be taken from the respective signed offer/order confirmation. In principle, the Incoterms 2020 apply.
- b. Risk passes directly from the seller's factory to the customer/purchaser, even with carriage-free delivery.
- c. The delivered goods remain the property of SunStyle® AG until full payment has been made.
- d. If the customer/purchaser postpones delivery of already manufactured goods, SunStyle® AG reserves the right to charge the customer for any resulting storage costs. Partial months will be fully charged.
- e. Deliveries deviating from the agreements must be reported to SunStyle® AG immediately upon receipt. Damage to packaging materials, such as crates, boxes (non-exhaustive list), must be reported to the carrier upon receipt.

2. Quality of Goods and Warranty

- a. The customer/purchaser must inspect the delivered goods immediately with reasonable diligence and report any visible defects in writing (if possible and reasonable, with samples) within 2 (two) working days of receipt of the goods. Otherwise, the goods are deemed to have been accepted without reservation.
- b. b. In the case of legitimate defects or complaints, the seller is entitled, at his discretion, to remedy the defect through rectification or replacement delivery.
- c. c. The customer/purchaser bears the additional costs of remedial action if the delivered goods have been taken to a location other than the place of performance.



3. Return of Defect-Free Goods

- a. Returns are at the customer's expense and risk. They are to be reported to support@sunstyle.com. The report must include the following information:
 - i. Quantity / Part No. / Description / Reason for Return
- b. Only undamaged and clean material can be returned.
- c. The material must be palletized and made available for transport at the delivery location.
- d. The carrier must be able to load the material independently.
- e. Excluded from returns are:
 - i. Assembly materials and small parts
 - ii. Solar slats
 - iii. Custom-made and specialty goods

4. Refund

- a. 100% of the invoiced value will be refunded.
- b. The customer/purchaser will be charged a goods receipt, inspection, and restocking fee of 15% of the position value.
- c. Refunds will be made by bank transfer and cannot be offset against outstanding invoices. Exceptions only upon request.