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## GENERAL SALES CONDITIONS

### INVISIBLE SOLAR PHOTOVOLTAIC MODULES

#### 1. ARTISAN PRODUCT

Invisible Solar modules are artisanal and made by Dyaqua Srls, in Italy. Consequently, since some little variations could occur due to the type of production, the data declared in promotional and technical documents must be intended as approximate.

#### 2. QUALITY

Each Invisible Solar module is continuously tested both during and after the manufacturing to check the perfect functioning of the device.

#### 3. ORDERS

Except for exceptions, all Invisible Solar modules are produced on order. The Customer sends a purchase request to Dyaqua who will reply with an offer, in the form of a pro forma invoice, which includes all needed data for the order. The Customer will choose whether to proceed or not with the order, according with conditions that are contained in the offer. To confirm the order, the Customer must return the offer signed for acceptance in the "Order confirmation" field and attach any documentation required.

#### 4. PROCESSING TIMES

Processing times are defined in the offer and quantify the period between the actual confirmation and the moment in which the goods are available for collection or shipment. They are expressed in working days (excluding Saturdays) and do not include the shipping time. The calculation of processing time starts from:

- the date of the actual receiving of the payment or advance, if required at order confirmation;
- the date of receiving of the offer signed for acceptance for all other cases.

Processing times are indicative and non-binding. Any shipment delays shall not give the Customer the right to cancel the order, or to require direct or indirect damages.

#### 5. DELIVERY, COLLECTION AND SHIPMENT

Invisible Solar photovoltaic modules are delivered ex-works.

Shipping costs are charged to the Customer, who can choose to:

1. collect the goods in person;
2. send his own courier to collect the goods;
3. require Dyaqua to make the shipment by a courier on behalf of the Customer.

In cases 1 and 2, when the goods are ready for shipment, Dyaqua will notify the Customer about the exact delivery date. The Customer must collect the goods within 10 working days from the notified date. In case of shipment on behalf of the Customer, Dyaqua will delegate a courier chosen at its discretion and cannot be considered responsible for any delays, shortages or damages to the goods.

#### 6. GOODS CHECK

The Customer and/or the person in charge of the collection of goods is required to carefully check the integrity and amount of packages at the moment of the collection and/or at the presence of the courier, reporting any discrepancies in writing in the shipping document, within the specific field, that must be signed and will remain to the courier. Subsequently, the Customer must contact Dyaqua to report the problem.

## **7. RETURNS AND REPLACEMENTS**

Claims for defects and faults must be reported to Dyaqua in accordance with the law and the Warranty Certificate. Even in case of dispute, payments cannot be suspended.

Any returns will not be accepted unless authorized by Dyaqua. The returned goods must be given back in excellent condition and properly packaged.

Dyaqua only replaces the supplied goods. The product can be replaced only after accurate verification demonstrating that the defect is due to the manufacturing and not to incorrect use. In any case, Dyaqua cannot be charged for removal and laying costs nor damages for delays in completing the installation.

## **8. PAYMENT CONDITIONS**

The conditions agreed at the order, with the approval of the supplier, are valid. The delayed payment, besides suspending the supplies in progress without prior notice, authorizes Dyaqua to request full payment by debiting the default interest.

## **9. WARRANTY**

The warranty applied on the product is present in the Warranty Certificate.