

Home Solar System Terms and Conditions:

1. Telkom (the organiser) is responsible for the overall facilitation and organisation of the **Winter Campaign 2023 Competition**.
2. In lieu of the aforementioned, Telkom has made available to the public, “general terms and conditions” that will apply to all competitions and giveaways that fall under the ambit of the **Winter Campaign 2023 Competition**.
3. In supplementation to the “general terms and conditions” that apply to the overall Winter campaign, the specific terms and conditions that further apply to the giveaway of Home Solar Systems (hereinafter referred to as “the prize”) are as follows:
 - 3.1. Telkom has partnered with Retail Insight CC (facilitator), to facilitate the supply and installation of the prize by certified service providers.
 - 3.2. The prize includes the following elements:
 - 3Kva Must Hybrid Inverter
 - 3.12Kw LBSA Lithium Ion Battery
 - 6 x 340w Solar Panels Mono
 - PV Mounting Kit (Rails, Cramps, Roof hooks, 100M PV Cable, Combiner Box)
 - AC Installation Kit (DB-board, Manual Changeover switch, 2 x Breakers)
 - Warranty: two (2) Year
 - Delivery and installation of the equipment
 - Certification of the installation
 - 3.3. Upon the formal acceptance of the prize, the customer agrees that the standard installation will be limited to the elements listed in 3.2. above, including all cabling necessary for the installation of the prize.
 - 3.4. Any additional requirements by the customer will be for the for the cost of the customer and will be duly quoted for by the supplier/installer.
 - 3.5. The customer further acknowledges that there is no option or preference of any alternate installers.
 - 3.6. Installation will be agreed with the customer upfront and a date and time for the installation appointment will be confirmed. Cancellations or inability to affect the installation due to the customer’s actions or omissions will be subject to the “general terms and conditions”.
 - 3.7. All parties acknowledge that installations are weather dependant.

3.8. In the event of an unforeseen stock delay, communication will be timeously sent to the customer informing of the proposed delay.

3.9. All warranties are held with the Supplier/Installer of the products. Should any manufacture/factory faults arise, the facilitator will facilitate the warranty and necessary repairs, where applicable.

It is to be noted that the warranty on the elements of the prize is valid for a maximum period of two (2) years from the date of installation.

The customer must notify the Supplier within forty-eight (48) hours from the inception of any fault that is suspected to be a result of a defect in the manufacture of the actual product and/or a fault arising directly from the installation.

Said fault must be logged at the following email address: info@retailinsight.co.za

All installation related queries or faults will be addressed timeously by the Facilitator.

3.10. The Supplier/Installer will NOT be held responsible for any damage caused by the customer, weather, or any other factors, save for direct manufacturer faults and/or faults that may have emanated directly from the installation of the product.

3.11. If it is found that any reported fault is due to any other reason other than a direct manufacturer fault and/or fault that may have directly emanated from the installation of the product, a service fee will be charged (*call out fee*) as well as a fee for the time taken to repair the system if so required.

3.12. The Installer will provide a workmanship warranty that matches the warranty of the Products supplied including an electrical certificate of compliance certifying the quality of the installation.

3.13. The Products linked to this competition, are vulnerable to water damage and it is therefore recommended that the customer be confident in the positioning of the unit. The Installer will not be held responsible for any exterior damage such as leaks and/or dampness that interferes with the system including resultant damage from the incorrect location being selected by the Customer.

3.14. All installations will be subject to the customer signing an acceptance of the prize, which will encompass the aforementioned terms and conditions.

3.15 If the Customer is not the owner of the property subject to the installation, The Customer will be required to submit to the organizers written permission from the owner of the property, In the event that written consent is not obtained from the owner of the property, the organisers reserve the right to withdraw the prize and find an alternative winner.