

TERMS AND CONDITIONS

These Terms and Conditions govern all purchases, quotations and sales of solar photovoltaic (PV) panels, battery energy storage systems (BESS), inverters, EV chargers and related energy independence products from Energy Independence (Pty) Ltd via our website, email quotations or other channels.

General

This agreement constitutes the complete understanding between both parties and no modifications or additions can be made unless both parties agree in writing and are signed by an authorised representative of Energy Independence (Pty) Ltd.

The terms and conditions are subject to change, and you acknowledge that any orders placed are governed by the terms and conditions in effect at the time of the order.

The terms and conditions are final and enforceable, and cannot be altered or invalidated by any conditions or events. You expressly waive any conflicting terms or conditions that you may propose or attempt to impose. These terms and conditions apply to all personnel, agents, and employees of Energy Independence.

Quotation

All quotations are valid for 5 (five) business days after the quote date or while stocks last, whichever occurs first, unless otherwise indicated in writing.

Payment Options & Terms

Energy Independence accepts the following payment methods:

- Credit Card / Debit Card / Instant EFT / Apple Pay via Payfast
- Credit Card / Debit Card via Yoco
- Electronic Funds Transfer (EFT)

We accept Credit Card / Debit Card / Instant EFT payment options in-store. No COD or Cheque payment options.

- **It is your responsibility to determine whether the goods ordered are suitable for the purpose of intended use.** Should you be uncertain as to the suitability of a product, please contact us on 072 690 2734 for assistance prior to placing your order. Professional installation by a qualified PV GreenCard or Red Seal electrician is strongly recommended for all solar and electrical equipment.
- No order will be binding on Energy Independence until it has been accepted by its management.
- Payment for product/s ordered is due prior to shipment.
- You may attend to payment via any of the methods listed on this website, or via Electronic Funds Transfer (EFT) as per a manually generated quotation. Please use your quote or order number as a reference when making a manual EFT payment.
- Where applicable, prices are quoted on the ruling day exchange rate and may increase as a result of adverse changes in the exchange rate. Until such time as we have received payment in full, we reserve the right to charge any fluctuations to the client's account and the client undertakes to pay for such fluctuations on demand. It is the responsibility of the client to check that there have been no changes in the price prior to attending to payment.

Delivery and Collection

- **Collection:** Collection is typically available within 0–1 business days after payment has reflected in our account. You will be notified via email/SMS once your order is ready for collection at our warehouse in Honeydew, Johannesburg.

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- **Local Delivery (South Africa):** Delivery typically takes between 3-4 business days from the date of dispatch within South Africa (major centres). Delivery to remote or outlying areas may take longer.

Change of Orders

All orders and variations to orders are subject to these terms and conditions. Only written orders and variations to orders will be accepted by Energy Independence.

Notwithstanding the above, Energy Independence may, at its sole discretion, elect to accept and act upon telephonic orders and any variations to orders. Energy Independence however, reserves the right to refuse delivery or collection of any order until placed in possession of a written order form as generated through its website.

Cancellation of Orders

Requests for cancellation of an order, prior to delivery, must be submitted in writing to sales@powerprovider.co.za.

No refunds will, however, be furnished on deposits in the event of cancellation due to client-side errors or omissions and funds will be credited to your account instead for use to purchase the correct item/s.

Any order is subject to cancellation by Energy Independence should the goods ordered become unavailable due to any cause beyond Energy Independence's reasonable control.

Warranties

All warranties and guarantees on products sold by Energy Independence are provided strictly in accordance with the applicable Manufacturer or Original Equipment Manufacturer (OEM) warranty terms and conditions. Energy Independence acts as a distributor/reseller and passes through the manufacturer's warranty to the buyer.

It is the sole responsibility of the buyer to review, understand and comply with the full terms, conditions, exclusions, claim procedures, and duration of the Manufacturer/OEM warranty prior to purchase and use. Warranty claims must be lodged directly with the manufacturer or through Energy Independence as per the specific product warranty documentation supplied with the goods (or available on the manufacturer's website). Energy Independence does not extend, alter or create any additional warranty beyond that offered by the OEM.

Warranty claims for defective or damaged-on-arrival products are handled separately from voluntary returns and are subject to the manufacturer's inspection and approval process.

Returns and Refunds

Any returns must be authorised in advance by Energy Independence (Pty) Ltd. Products must be returned in their original condition and original packaging with all accessories, manuals and documentation intact. The following policy applies to website, retail and direct product purchases (large EPC/project contracts are governed by separate agreements):

- **7-Day Return Window & Authorisation:** Returns are accepted only within 7 (seven) calendar days from the date of delivery, and only if the product is completely unused and in brand-new condition. To initiate a return you must first email support@powerprovider.co.za with your order number and reason; we will assess and, if approved, issue a Return Merchandise Authorisation (RMA) number and return instructions.
- **Original Condition & Packaging:** Products that have been installed, commissioned, used, tampered with, or whose original packaging or seals have been opened or damaged are not eligible for return (except for proven manufacturing defects handled under warranty).

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- **Non-Refundable Costs:** Shipping, handling, delivery and any applicable forex/import fees are non-refundable. Custom-built, made-to-order or special-order items are non-refundable and non-returnable unless defective.
- **Handling / Restocking Fee:** Approved returns may incur a handling/restocking fee of between 5% and 10% of the original purchase price (excluding delivery). The exact fee depends on product weight, size, complexity and restocking cost (typically lower for small items, higher for bulky batteries, panels or inverters).
- **Customer Bears Return Shipping:** The customer is solely responsible for all courier, shipping, insurance and handling costs to return the goods safely to our Johannesburg warehouse. We recommend a reputable tracked/insured courier. Risk remains with the customer until we receive and inspect the goods.
- **Refund Processing:** After receipt and satisfactory inspection (usually 3–5 business days), refunds are processed to the original payment method within 10–14 business days, less any applicable handling fee and non-refundable costs.
- **Project vs Retail & Warranty Claims:** This policy applies to standard retail/website sales only. Defective or damaged-on-arrival items are handled as warranty claims per the Manufacturer/OEM warranty (see Warranties section) and are not processed as voluntary returns. Large-scale EPC, B2B or installation projects are excluded from this retail returns policy.

Back Orders

Energy Independence will notify you should there be any delay in obtaining or delivering any goods ordered. The unavailable order will be placed on back order, and the remainder of the order will be shipped as soon as possible.

Please check our website for the back-ordered items' estimated time of arrival. Please note that the dates reflected are estimates only and Energy Independence cannot guarantee exact arrival dates.

Any order is subject to cancellation by Energy Independence should the goods ordered become unavailable due to circumstances beyond Energy Independence's reasonable control.

Limitation of Liability

To the extent allowed by law, you agree that Energy Independence shall not be liable to you or any other person or entity whatsoever in respect of any loss or damage:

- caused by or arising from any fact or circumstance beyond the reasonable control of Energy Independence (including but not limited to acts of God, war, terrorism, pandemic, government action, supply chain disruption or natural disaster);
- which is consequential, incidental, indirect or special loss or damage (including loss of profits, business interruption, loss of data, or costs arising from improper installation, commissioning or use of equipment); and/or
- of whatever nature and howsoever arising from or in connection with the supply, installation or use of goods, except to the extent caused by our gross negligence or wilful misconduct.

Service Address and Notices

For all purposes under this agreement including giving of any notice, the payment of any amount, the service of any process and for all other purposes arising from this agreement, you hereby choose the service address set out on the quotation or order confirmation for the goods.

Title and Risk of Loss

Energy Independence will arrange for the shipment of the goods ordered by you, F.O.B. (Free on Board) shipping point, at which stage title to the goods purchased and risk of loss passes to you upon delivery to the carrier.

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Energy Independence reserves a purchase money security interest in the goods until such time as all goods have been paid for in full. You agree to allow Energy Independence to sign appropriate documents on your behalf to permit Energy Independence to protect its purchase money security interest.

Contact Us

If you have any questions about our Terms and Conditions, the practices of this website, or your dealings with this website, you can contact us by:

- **Email:** support@powerprovider.co.za / sales@powerprovider.co.za
- **Telephone:** 072 690 2734

Our physical address for returns, collections and correspondence is: 81A Schooner Avenue, Laser Park, Honeydew, Johannesburg, Gauteng, South Africa.

Effective Date

These Terms and Conditions were last updated on 17 April 2026 and supersede all previous versions. By placing an order or using our website after this date, you confirm your acceptance of the current terms.

Energy Independence (Pty) Ltd

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