

## Levelise Returns (RMA) Policy

Effective Date: September 2026 (Version 1.0)

This policy explains how to return Goods you believe are faulty. It forms part of the Levelise Standard Terms and Conditions of Sale and the Manufacturer's Limited Warranty.

### 1. Before you request a return

Most reported faults are caused by wiring, configuration or third-party equipment rather than the product. Before requesting an RMA, please:

1. Check the RS485 wiring between Hub, meter and inverter: correct pairs, A/B polarity, secure terminations, no other equipment sharing the cable.
2. Confirm the meter's communication settings (address, baud rate, parity) match the Quick Installation Guide.
3. Contact [support@levelise.com](mailto:support@levelise.com) for remote support if the fault persists. We can see the Hub's connection and error history and can often resolve the issue without a return.

### 2. Request an RMA

If remote support confirms the product may be at fault, we will issue an RMA number. To request one, please send us:

- o Product serial number(s);
- o Installation date and site postcode;
- o Description of the fault and when it started;
- o What you have already checked; and
- o Photos of the Hub, meter and wiring terminations.

Please do not return any product without an RMA number. Returns without an RMA number may be refused or sent back at your cost. We may decline an RMA where we reasonably consider the reported fault is not a defect in the Goods or is excluded under the warranty.

### 3. Returning the product

- o Pack the product securely, ideally in its original packaging.
- o Write the RMA number clearly on the outside of the box and include it on a note inside.
- o Send to the address given in the RMA email within 14 days of the RMA being issued.
- o Do not remove or alter serial number labels.



#### **4. What happens next**

- If a defect is confirmed and the product is within warranty, we may repair, replace or refund the product in accordance with our warranty terms.
- If no fault is found, or the fault is excluded under the warranty, we will contact you with the findings. We may charge an inspection and handling fee plus return carriage, and any replacement will be chargeable.

#### **5. Advance replacement**

Where the site is without service, we may at our discretion send a replacement before the original is returned. The original must be returned within 14 days, and if it is not returned or is found not to be faulty, the replacement will be invoiced at the current price.

#### **6. Site visits**

Levelise provides remote support. We do not routinely attend site; diagnosis and rectification on site is the responsibility of the installer. Any site attendance by Levelise is by agreement and, unless a product defect is confirmed, chargeable at our current rates.

#### **7. Contact**

**Email:** [support@levelise.com](mailto:support@levelise.com)

**Support pages:** [support.levelise.com](https://support.levelise.com)

