

## WARRANTY CLAIM GUIDE - TRANSPORT DAMAGE

Thank you for choosing Canadian Solar as your business partner. Canadian Solar is committed to providing high-quality products and extraordinary service to our customers.

Incomplete applications or applications not submitted within the deadline will be denied.

### VISIBLE PALLET DAMAGE UPON DELIVERY

If deviations are identified during delivery, the customer must immediately stop unloading and collect evidence of the deviation.



#### Required Documents:

1. Note of the occurrence on the Bill of Lading and NF, containing:
  - Number of damaged pallets and pallet identification number
  - Type of damage (Tipping over, Pallet breakage, Damaged packaging/etc.)

#### Evidence Required:

All images must have legible text, SN and identifications.

1. Bill of lading with notes made.
2. Pallet before unloading with visible damage (when damage is discovered before unloading)
  - a. Close view
  - b. Remote view (framing damaged pallets and transport)
3. Container identification
4. Pallet after unloading with visible damage.
  - a. Close view
  - b. Remote view (frame the entire pallet with a view of the damage)
5. Pallet identification with barcode
6. Pallet identification including identification of packaged modules.

### GATHER NECESSARY DOCUMENTATION

### DISCHARGE AND SEGREGATION

The damaged pallet may be unloaded and placed in a quarantine location away from accepted pallets. This pallet will be protected from further handling and must remain in a sheltered location as per the handling manual, "Module Handling". If necessary, this pallet can be removed from the site by CSI's logistics partner at a later date.

### NOTIFY CSI IN WRITING

#### SEND EVIDENCE WITHIN 48 hours of receipt of cargo.

**Email:** [service.latam@csisolar.com](mailto:service.latam@csisolar.com)

**Subject:** [[Project Name] REFUSE TRANSPORTATION - [Detour] - [CT]

**Content:** Evidence requested above.

### DISCLAIMER OF WARRANTIES

1. Within the scope of INCOTERM below: EXW and FOB – shipment carried out by the customer.
2. Failure to comply with CSI unpacking instructions, unloading and transportation guidelines, handling and installation manual and other specified and agreed documents.
3. Failure to comply with the submission deadline.
4. Lack of requested evidence.

Bill of Lading and Invoice

- Damaged quantity
- Pallet identification
- Damage type

1

Damage before unloading  
close up view.

2a



Damage before unloading  
view from a distance.

2b



Container Identification

3



Unloaded pallet  
close up view  
(showing the damage)

4a



Unloaded pallet  
view from a distance  
(showing the damage)

4b



5

Pallet identification

6

Pallet identification including  
the packaged modules

Module	Part No.	Serial No.	Power (W)	Voltage (V)	Current (A)	Temp. (°C)	Notes
1	3804	11.03.115	380.0	11.02	37	34673	11.03
2	3803	11.04.120	380.0	11.02	37	34673	11.03
3	3804	11.03.115	380.0	11.02	37	34673	11.03
4	3803	11.04.120	380.0	11.02	37	34673	11.03
5	3804	11.03.115	380.0	11.02	37	34673	11.03
6	3803	11.04.120	380.0	11.02	37	34673	11.03
7	3804	11.03.115	380.0	11.02	37	34673	11.03
8	3803	11.04.120	380.0	11.02	37	34673	11.03
9	3804	11.03.115	380.0	11.02	37	34673	11.03
10	3803	11.04.120	380.0	11.02	37	34673	11.03

## DAMAGE TO THE MODULE IDENTIFIED WHEN OPENING THE PACKAGING

**When any damage is found, the customer needs to keep the modules in the carton packaging and take photos and videos immediately.**

### GATHER NECESSARY DOCUMENTATION

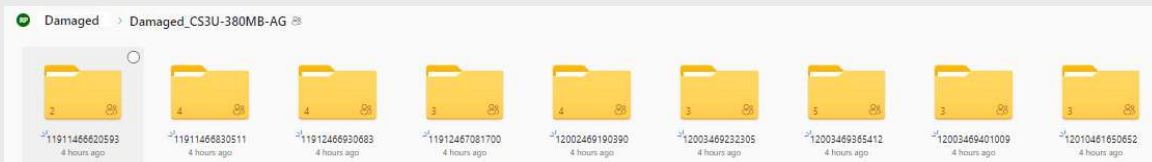
#### Videos

1. Clear and clean view of the unloading and transportation process.
2. Unpacking process

#### Images (of each damaged module)

3. Images of broken modules in the cardboard packaging (Main evidence)
4. Module serial number (readable)
5. Close-up of the damaged area
6. General of the entire front side of the module
7. General of the entire rear side of the module
8. General appearance of the package

These photos and videos should be organized so that they can be easily identified. We suggest creating a separate folder with the module serial number and adding corresponding images and videos.



### SEGREGATION

After collecting the above materials, the pallet must be placed in a quarantine location, away from accepted pallets. This pallet will be kept away from further handling and must remain in a sheltered location as per the handling manual, "Module Handling".

### NOTIFY CSI IN WRITING

#### SEND EVIDENCE WITHIN THE CONTRACTUAL PERIOD.

**Email:** [service.latam@csisolar.com](mailto:service.latam@csisolar.com)

**Subject:** [[Project Name] - MODULE WARRANTY - [Deviation]

**Content:** Evidence requested above.

### DISCLAIMER OF WARRANTIES

1. Within the scope of INCOTERM below: EXW and FOB
  - shipment carried out by the customer.
2. Failure to comply with CSI unpacking instructions, unloading and transportation guidelines, handling and installation manual and other specified and agreed documents.
3. Failure to comply with the submission deadline.
4. Lack of requested evidence.
5. Modules outside the original packaging that are contaminated by dust, soil, water, etc.

**1. Vídeo de descarga e transporte**



**2. Vídeo de desembalagem**



**3. Imagens de módulos quebrados ainda na embalagem de papelão**



**4. Serial number**



**5. Close da área danificada**



**6. Geral de todo o lado frontal do módulo**



**7. Geral de todo o módulo lado traseiro**



**8. Aparência geral do pacote**

