

LEGAL & COMPLIANCE

Warranty Policy

STANDARD PRODUCT WARRANTY 24 months Applies to qualified products supplied under normal commercial conditions.	PROJECT WARRANTY EXTENSION +48 months Subject to registration before installation and written confirmation by HONOUR.	MAXIMUM TOTAL COVERAGE 72 months For eligible, registered photovoltaic projects calculated from delivery.	DEFINED CLAIM RESPONSE 1 / 5 days One-day acknowledgement and five-day preliminary assessment where information is sufficient.
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01 Purpose and Scope

This Warranty Policy is issued by Suzhou Hornour Energy High-tech Co., Ltd. (“HONOUR” or the “Seller”) for photovoltaic cables, energy storage cables and related cable products supplied under confirmed commercial documents, including but not limited to Proforma Invoice (PI), Sales Confirmation, Purchase Order or other written agreements between HONOUR and the Buyer.

This Warranty Policy defines the warranty scope, warranty period, extended project warranty mechanism, warranty conditions, claim procedures, technical assessment process and remedies applicable to the supplied products.

CONTRACTUAL STATUS

This Warranty Policy forms an integral part of the relevant commercial documents unless otherwise agreed in writing by both parties.

02 Covered Products

This Warranty Policy applies only to products clearly identified in the relevant commercial documents.

The covered product information may include:

- Product name and specification;
- Applicable technical standards;
- Product identification information;
- Production batch or lot number;
- Delivery records;
- Purchase reference documents.

Products shall be considered covered only when the relationship between the supplied products and the relevant commercial documents can be reasonably verified.

03 Warranty Coverage

HONOUR warrants that the supplied products are manufactured in accordance with the agreed technical specifications and are free from defects in material, manufacturing and workmanship at the time of delivery.

During the applicable warranty period, the products shall maintain their intended electrical and mechanical performance under normal conditions of:

- Transportation;
- Storage;
- Installation;
- Operation;
- Maintenance.

The warranty applies only to defects directly attributable to:

- Material defects;
- Manufacturing defects;
- Workmanship defects.

The warranty does not constitute a guarantee of uninterrupted operation under conditions outside the designed application environment or beyond the applicable technical specifications.

04 Standard Product Warranty

Unless otherwise agreed in writing, HONOUR provides a standard product warranty period of:

STANDARD WARRANTY PERIOD

Twenty-four (24) months

The standard warranty period begins from the date the products are delivered to the Buyer’s designated warehouse or delivery location specified in the relevant commercial documents.

The standard warranty applies to all qualified products supplied by HONOUR under normal commercial conditions.

05 Extended Project Warranty

For qualified photovoltaic projects, HONOUR may provide an extended project warranty program.

Customers, distributors, EPC contractors or other authorized project partners may apply for extended project warranty coverage by registering the relevant project information before product installation.

Upon review and written confirmation by HONOUR, the registered project may receive:

WARRANTY EXTENSION

Additional forty-eight (48) months warranty extension. Together with the standard product warranty, the eligible project may receive up to seventy-two (72) months total warranty coverage, calculated from the product delivery date.

The extended project warranty applies only to projects:

- Registered before installation;
- Confirmed by HONOUR in writing;
- Using products supplied by HONOUR;
- Meeting applicable storage, installation and usage requirements.

Project registration itself does not automatically create extended warranty entitlement unless written confirmation has been issued by HONOUR.

06 Project Warranty Registration Procedure

To apply for extended project warranty coverage, the Buyer or project partner shall submit relevant project information before installation, including:

- Project name;
- Project location;
- Project owner or end-user information where applicable;
- Installation contractor information where applicable;
- Expected installation date;
- Product model and specification;
- Purchase reference;
- Estimated project quantity.

HONOUR may review the submitted information to verify product application, project conditions and warranty eligibility.

Upon approval, HONOUR will issue project warranty confirmation documentation specifying the applicable warranty coverage.

07 Warranty Conditions

Warranty coverage remains valid only when the products are:

- Transported, handled and stored according to HONOUR's technical requirements;
- Installed according to applicable standards, regulations and installation instructions;
- Used within the rated electrical, mechanical and environmental parameters;
- Installed and operated by qualified personnel where required.

The Buyer shall ensure that product selection, installation method and application environment are appropriate for the supplied products.

08 Product Traceability

HONOUR maintains product traceability through production and delivery records.

Product traceability information may include:

- Product marking;
- Cable identification;
- Production batch number;
- Lot number;
- Drum identification;
- Production records;
- Shipment records.

The Buyer shall retain relevant product identification information and purchase documents throughout the applicable warranty period.

Such information shall be provided when submitting warranty claims to enable product verification and technical investigation.

09 Warranty Claim Procedure

If the Buyer identifies a suspected product defect during the warranty period, the Buyer shall notify HONOUR in writing without undue delay.

The warranty claim shall include, where applicable:

- Product name and specification;
- Product identification information;
- Batch or drum number;
- Purchase documents;
- Description of the suspected defect;
- Installation information;
- Operating conditions;
- Photos, videos or inspection records;
- Relevant test reports.

Upon receipt of a warranty claim, HONOUR shall:

ACTION 01 Confirm receipt within one business day.	ACTION 02 Conduct an initial review.	ACTION 03 Provide preliminary assessment within five business days where sufficient information is available.	ACTION 04 Conduct further technical investigation if required.
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The Buyer shall retain the suspected defective products for inspection unless otherwise agreed by both parties.

10 Technical Investigation and Third-Party Inspection

Where the cause of failure cannot be determined through document review or internal assessment, either party may request further technical investigation.

The parties may agree to appoint an independent third-party testing organization with appropriate qualifications to conduct inspection, analysis or testing.

The third-party inspection report may be used as technical evidence for determining:

- Whether a product defect exists;
- Whether the defect is attributable to manufacturing, material or workmanship issues;
- Whether the warranty conditions are satisfied.

Unless otherwise agreed:

- If the inspection confirms a manufacturing-related defect covered by this Warranty Policy, reasonable inspection costs shall be borne by HONOUR.
- If the inspection determines that the issue is caused by improper installation, misuse, external factors or other excluded conditions, the related costs shall be borne by the Buyer.

11 Warranty Remedies

After confirmation of a valid warranty claim, HONOUR shall provide an appropriate remedy based on the nature and extent of the confirmed issue.

Possible remedies include:

- Replacement of defective products;
- Repair or corrective action where technically applicable;
- Other mutually agreed solutions.

Replacement products shall have the remaining warranty period of the original products unless otherwise agreed in writing.

The warranty remedy shall not exceed the obligations defined under this Warranty Policy and the applicable commercial agreement.

12 Batch Quality Issues

Where a confirmed manufacturing defect is determined to affect an entire production batch, HONOUR shall evaluate the affected batch and determine appropriate corrective measures.

Where applicable, warranty remedies may extend to other products within the same affected batch subject to:

- Product identification confirmation;
- Technical assessment;
- Verification of the affected production scope.

13 Warranty Exclusions

This Warranty Policy does not apply to defects, failures or damage caused by:

- Improper installation;
- Incorrect wiring, termination or connection;
- Installation methods inconsistent with technical requirements;
- Failure to maintain required bending radius or routing conditions;
- Improper storage, handling or transportation after delivery;
- Mechanical damage or external impact;
- Unauthorized modification, repair or alteration;
- Use beyond rated electrical or environmental parameters;
- Chemical exposure, contamination or abnormal environmental conditions;
- Fire, flood, lightning, earthquake or other force majeure events;
- Failure caused by third-party equipment or systems.

Normal aging or performance changes caused by conditions outside the product design scope are not covered.

14 Product Liability Insurance

HONOUR maintains product liability protection through applicable commercial insurance arrangements, including product liability insurance coverage provided by PICC (People's Insurance Company of China) where applicable.

The insurance coverage is intended to provide additional risk protection relating to qualified product liability events arising from covered products.

SCOPE OF INSURANCE

Insurance coverage does not replace or expand the warranty obligations defined in this Warranty Policy.

Any insurance claim shall be handled according to the applicable insurance policy terms, coverage conditions and claim procedures.

15 Limitation of Liability

To the maximum extent permitted by applicable law, HONOUR's total liability under this Warranty Policy shall not exceed the invoice value of the affected products.

HONOUR shall not be liable for indirect, incidental, special or consequential losses, including but not limited to:

- Loss of profit;
- Loss of revenue;
- Loss of power generation;
- Project delay;
- Business interruption;
- Third-party claims;
- Damage to other equipment.

Nothing in this clause shall exclude liability that cannot legally be excluded under applicable law.

16 Applicable Law and Dispute Resolution

This Warranty Policy shall be interpreted together with the relevant commercial documents between HONOUR and the Buyer.

The parties shall first attempt to resolve any dispute arising from this Warranty Policy through friendly consultation.

If the dispute cannot be resolved through consultation, the dispute shall be submitted to:

APPLICABLE LAW

To be determined according to the relevant commercial agreement.

DISPUTE RESOLUTION

Arbitration or court jurisdiction as specified in the applicable commercial agreement.

LANGUAGE

The governing language shall be specified in the relevant commercial agreement.

17 Entire Agreement

This Warranty Policy, together with the applicable commercial documents, constitutes the complete understanding between HONOUR and the Buyer regarding product warranty obligations.

In case of inconsistency between this Warranty Policy and a specific written commercial agreement, the mutually agreed commercial agreement shall prevail.