



WARRANTY PROCESS MODULES



2023

Step 1

Customer will reach out through the phone/info box/warranty box requesting to start the warranty process.

Note: ALL warranty requests will be forwarded to warranty@aptossolar.com.

Step 2

Once the initial email from the customer is received, Aptos will send a blank RMA form. (Aptos RMA Form 2023.pdf)

Return Merchandise Authorization Form							
		Email form to: Warranty@aptossolar.com Attention: Aptos Solar Technology Phone: (949) 932-0733 www.Aptosolar.com					
RMA Timeline: Claims may take up to 30 days to process							
For Office Use Only				Company Name:			
RMA Number: AST_RMA_				Distributor Name & Sales rep contact:			
Date RMA Issued:				City:		State: Zip Code:	
Processed By:				Requested By:			
Item Returned: Yes / No				Email:			
Date Received:				Phone: Fax:			
Quantity	Item Number	Description	Plant ID (For Name Only)	PO Number (If applicable)	Serial Number	Reason Code	Credit
Return Reason Codes			Comments / Special Instructions				
Record appropriate number in the "Reason Code" column above.							
1 Product defective Panel: a. Low VOC b. Bad Connector c. Discoloration d. Physical Damage Module: e. Bad Connector/Whip f. Failed LED g. Offline h. Malfunctioning Port 2 Damaged in shipping							
3 Other (be sure to add comments if other is selected) If items need to be returned, please ship to the address below after receiving an RMA number:			For Office Use Only				
Your Company Name:			Credit Issued: Yes / No				
Ship To Address:			Credit Amount:				
Contact Person:			Transaction Number:				
Contact Information:			Date Issued:				
Receiving Hours			Issued By:				
			Comments:				

We will need the Blank RMA form filled out completely.
Along with the form, we request you include:

1. Photos of any serial numbers for the RMA request.
2. A screenshot of the monitoring platform showing the panel(s) performance/error codes.
3. A picture of the module being tested with a multimeter.
Be sure to have a clear picture of the serial number and the VOC test results.

Note: Missing information will only delay the warranty process.

Step 3

Once the completed RMA form and photos/videos are sent back, our warranty team will forward the email over to our engineering team for review.

Step 4

When the claim has been approved, the Aptos Accounting team will send an approved credit memo to the Distributor's accounting department on behalf of the installer.



(949) 932-0733



warranty@aptossolar.com



aptossolar.com