VERDANT SOLAR

TERMS & CONDITIONS

Residential Solar PV System Installation Agreement

Version 4.0 | Effective January 2026 | verdantsolar.my/tnc

These Terms & Conditions apply to all proposals issued by Verdant Solar Sdn. Bhd. and form a binding part of your agreement upon signing the Order Confirmation. If you have any questions before signing, our team is happy to walk you through any clause.

1. Definitions

In this agreement, the following terms have the meanings set out below:

Term	Meaning
"Verdant", "We", "Us"	Verdant Solar Sdn. Bhd.
"Customer", "You"	The person named in the signed Order Confirmation.
"Proposal"	The technical and commercial proposal issued by Verdant describing the System, pricing, payment schedule, warranties, and insurance for the Property.
"Order Confirmation"	The document signed by the Customer confirming acceptance of the Proposal and these Terms & Conditions.
"System"	The solar PV system described in the proposal, including panels, inverter, mounting, wiring, and battery (if applicable).
"Property"	The installation address stated in the proposal.
"SEDA"	Sustainable Energy Development Authority Malaysia.
"TNB"	Tenaga Nasional Berhad.
"ATAP"	Solar Accelerated Transition Action Programme, the regulatory framework governing residential solar connections to the TNB grid, effective 1 January 2026.
"Workmanship Warranty"	The warranty covers installation defects as stated in your proposal package.

“O&M”	Operation and Maintenance of the solar system, including scheduled, inspection, servicing and upkeep to maintain system performance.
"VerdantCare+"	The optional extended after-sales package offering up to 4 years of insurance, O&M visits, and extended workmanship warranty.

2. What We Will Do

2.1 We will supply and install the System in accordance with your approved proposal, including full system commissioning.

2.2 We will manage all documentation and coordinate with SEDA and TNB for your ATAP application, meter change, and Connection Confirmation Check (CCC) where applicable.

2.3 Not included (unless quoted separately):

- Hacking or concealment works
- Electrical upgrades or rewiring
- Roof repairs or waterproofing
- Painting or reinstatement works
- Structural modifications to the property

If any of the above are required during installation, we will pause work and discuss next steps with you before proceeding.

2.4 Subcontractors. We may engage qualified and vetted subcontractors or installation partners to carry out parts of the work. Where we do, we remain fully responsible to you for the quality of the work and for compliance with this agreement, as if the work had been performed by our own personnel.

3. What You Need to Do

3.1 Provide accurate information. All documents submitted must be accurate, complete, and up to date. We may request additional documents if required by SEDA, TNB, or other authorities.

3.2 Allow site access. Provide safe and reasonable access to the Property for installation, inspection, and follow-up works.

3.3 Your roof must be in good condition: strong enough to safely hold the System, and free of leaks. If your roof needs repairs or strengthening first, this

is your responsibility and cost. If our team finds that the roof is unsafe or does not meet building rules, we may pause or stop the installation (see Clause 12).

3.4 Do not modify the System. Do not modify, relocate, or tamper with the System without our written consent. Unauthorised changes may affect safety, performance, and warranty coverage.

3.5 Maintain internet connectivity. Real-time monitoring via the Verdant Home app requires the System to remain connected to a stable internet connection (e.g. your home WiFi) at your cost. We are not responsible for gaps in monitoring data, remote diagnostics, or app functionality caused by loss of connectivity at the Property.

3.6 Respond within reasonable time. Where we request documents, approvals, payment, or site access from you, please respond within fourteen (14) days unless a different period is stated. Delays caused by you are addressed in Clause 6.3.

4. Your Personal Data

4.1 We collect and process your personal data strictly for:

- Regulatory submissions and approvals (SEDA, TNB)
- Installation, monitoring, warranty, and after-sales services
- Statutory and regulatory compliance

4.2 Where necessary, relevant data will be shared with government authorities and trusted service partners, solely for the above purposes.

4.3 System data. The System generates operational and energy-production data which we collect for monitoring, warranty support, servicing, and improvement of our products and services. Where such data is used beyond servicing your System (e.g. analytics), it will be aggregated or anonymised.

4.4 Marketing use. We may only use photographs of your installation, or your testimonial, in our marketing materials (website, social media, case studies) with your prior consent. You may withdraw this consent at any time by contacting our Customer Experience team, and we will cease further use within a reasonable period. We will never publish your full address or personal contact details.

4.5 All personal data is handled in accordance with the Personal Data Protection Act 2010 (PDPA). Full details at verdantsolar.my/privacy-policy.

5. Payment

5.1 Payment Schedule

The amounts and bank details are stated in the Payment & Project Timeline page of your Proposal.

Stage	Amount	When Payable	What It Covers / Triggers
Deposit	As stated in your Proposal	Upon signing the Order Confirmation	Secures your booking and commences document preparation and the ATAP application.
Second Payment	70% of the remaining contract value (contract value less Deposit)	Upon ATAP approval, before installation	Confirms your installation slot and releases reserved materials for installation.
Final Payment	30% of the remaining contract value (contract value less Deposit)	Upon completion of installation	Activates after-sales services, warranties, O&M, and insurance.

5.2 Price Validity

Prices are valid for 180 days from the proposal signing date. Prices may be revised if material costs or exchange rates change by more than 5% prior to invoice issuance.

5.3 If Payment Is Not Received

Please reach out to our team early if you anticipate a payment delay, we will do our best to work with you.

Second Payment (70%): If not received after ATAP approval, reserved materials will be released and the installation date cancelled. A new slot will be arranged subject to availability.

Final Payment (30%): After-sales services, warranties, O&M, and insurance are activated upon receipt of full final payment. If the Final Payment remains unpaid thirty (30) days after our written reminder, Verdant Solar reserves the right to suspend services and pursue recovery in accordance with applicable law.

6. Installation Timeline

6.1 Estimated Timeline

Stage	Estimated Duration
Document preparation	1–2 weeks
ATAP approval (SEDA)	3–8 weeks*
Installation	1–2 days
TNB meter change	2–6 weeks*

Important: *Timelines marked (*) are subject to SEDA and TNB scheduling and outside our direct control. We cannot guarantee specific dates for authority approvals or TNB meter changes.*

6.2 If ATAP approval is not obtained

If your ATAP application is rejected by SEDA, or the applicable quota is exhausted and no reasonable alternative window is available, we will discuss your options with you, which include:

- Resubmission or waiting for the next available quota window, at no additional application cost; or
- Cancellation of this agreement, in which case all amounts paid will be refunded, less reasonable costs already incurred for document preparation, regulatory submission, and any site works completed. The itemised deductions will be shared with you before the refund is processed.

Rejection caused by inaccurate or incomplete information supplied by you (Clause 3.1) does not entitle you to a refund of costs incurred, though we will assist with resubmission where possible.

6.3 Delays caused by the customer

If a stage of the project cannot proceed because of a delay on your part, for example, delayed documents, or delayed payment, the following applies:

- Project timelines are extended by the duration of the delay, and affected installation slots may be rescheduled subject to availability.
- If the delay exceeds sixty (60) days in aggregate, the 180-day price validity in Clause 5.2 may be reassessed.

7. Equipment & Substitution

7.1 Equipment will follow the specifications in your signed proposal.

7.2 If specified equipment becomes unavailable due to supply constraints, we will propose an equivalent or better alternative and seek your written approval before proceeding.

7.3 If you do not accept the proposed alternative, you may cancel in accordance with Clause 10.

8. Warranties

8.1 What Is Covered

Refer to the Warranties and Support page of your proposal for the full coverage table. Key terms:

- Solar panels: 12–15-year product warranty (depending on panel model); 30-year performance warranty (min. 80.6% output)
- String / Hybrid inverter: 10-year product warranty
- Microinverter: 12-year product warranty
- Battery energy storage system: 10-year warranty (min. 70% SOH)
- Mounting structure: 10-year product warranty
- Workmanship: 24 months (base); up to 48 months with VerdantCare+

Workmanship Warranty:
https://docs.google.com/document/d/18MYgVFmVOCPc7zbQKqsQftJ9ozeBkEVReIY6KeUdYig/edit?usp=sharing

8.2 What Is Not Covered

Refer to the Order Confirmation (Key Terms, 4. Workmanship and other warranty claims) for the full exclusions list.

8.3 How to Claim

Refer to the Order Confirmation (Key Terms, 4. Workmanship and other warranty claims) for the claims process.

9. Performance Expectations

9.1 Energy production estimates are based on historical solar data and site conditions at assessment. Actual performance varies due to weather, shading, and system cleanliness.

9.2 Changes in shading after installation (new buildings, tree growth) are not grounds for a warranty or performance claim.

9.3 We estimate performance within a reasonable variance from projections. Monitor daily generation in real time via the Verdant Home app.

10. Cancellation & Refunds

Refer to the Order Confirmation (Key Terms, 2. Termination) for the full cancellation and refund policy. Refunds arising from ATAP rejection or quota unavailability are governed by Clause 6.2.

11. Insurance Coverage

Refer to the Insurance pages of your proposal for full coverage details. Key terms:

- Up to 4 years of coverage, renewed annually with Tune Protect, subject to availability.
- If coverage stops, the unused insurance cost will be refunded on a prorated basis.
- This refund fully settles the remaining insurance period.

12. Unforeseen Site Conditions

12.1 If our team discovers issues during installation not visible during assessment (roof damage, unsafe wiring, structural concerns), we will pause work and discuss options with you before proceeding.

12.2 You may choose to proceed with additional remediation at additional cost, or cancel in accordance with Clause 10.

13. Limitation of Liability

13.1 Our total liability under this agreement is limited to the total contract value paid by you.

13.2 We are not liable for indirect or consequential losses, including loss of income, business interruption, or loss of anticipated savings.

13.3 Neither party is liable for delays or failures caused by events beyond reasonable control (force majeure), including natural disasters, government actions, or supply chain disruptions.

14. Selling Your Property

14.1 The System remains with the property upon sale. All remaining manufacturer warranties transfer automatically to the new owner upon proof of sale.

14.2 If you require System removal before sale, this is a chargeable service. The cost depends on system size and will be confirmed upon request.

15. Resolving Issues

We are committed to resolving concerns quickly and fairly. Please contact us first, most issues are resolved within 14 days.

15.1 Step 1, Contact our Customer Experience team WhatsApp: 6011 1081 0122 or Email: Support@verdantsolar.my. We will acknowledge within 2 working days.

15.2 Step 2, Mediation: If unresolved, either party may refer to mediation in Malaysia, with both parties acting in good faith to reach an amicable resolution.

15.3 This agreement is governed by the laws of Malaysia.

16. General

16.1 Entire agreement: This document and the signed Order Confirmation and proposal together constitute the complete agreement between both parties.

16.2 Amendments: Changes require written agreement from both parties.

16.3 Severability: If any clause is found invalid, remaining clauses continue in full effect.

16.4 Notices: Official notices must be sent via email or registered post to the addresses stated in the Order Confirmation.

16.5 Assignment: You may not assign or transfer this agreement without our written consent (except as provided in Clause 14 upon sale of the Property). We may assign this agreement to a related company or a successor of our business, provided your rights under this agreement are not reduced.

17. Company Details

Verdant Solar Sdn. Bhd.
Company No.: 201501019046 (1144381-A)
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