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Your GoSolr Contract

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01
Your GoSolr contract

Q **How long does a GoSolr contract last?**

A As long as you like. It's an evergreen contract that lasts until you choose to cancel it.

Q **What does it cost to get started?**

A Just a once-off administration fee:
Medium: R1740 incl. VAT
Large: R2900 incl. VAT
Large 3phase: R3600 incl. VAT
Extra Large: R4400 incl. VAT

You will need to pay the once-off administration fee when you receive the invoice. We send you the invoice once all documentation has been received and your application is complete. To ensure that your installation is fast-tracked, please use the invoice reference number when you pay. Once you pay the invoice, we schedule your installation.

Q What is the monthly fee?

A

Medium: R1740 incl. VAT
Large: R2900 incl. VAT
Large 3phase: R3600 incl. VAT
Extra Large: R4400 incl. VAT

Your monthly fee is payable in advance, so you are paying for next month's service up front. When you sign up with GoSolr, you choose from 3 different billing dates: **26th, 28th or the 1st** of every month. This is the date your monthly GoSolr fee will be deducted.

Q Yearly escalation?

A

The monthly fee escalates yearly on 1 July in line with the Consumer Price Index.

Q Callout fee?

A If the issue is **not** related to the GoSolr installation, our callout fee is R650 incl. VAT.

Q How do I contact support?

A **Phone:** 010 880 3948
> Option 2
Email: help@gosolr.co.za
Webapp: Log a ticket via our webapp

Q Can I buy the installation?

A You can. After three years you can purchase the installation at the price detailed in your contract. You are then the proud owner of the installation. Please bear in mind that you take over the responsibility of maintaining the system.

Q What happens if I sell my house?

A No problem. The new owner can take over the contract, purchase the installation at the price detailed in the contract, or you can cancel the contract (for a fee) prior to the sale, and we will remove the installation.

Q How does maintenance work?

A We constantly monitor your installation. If anything goes wrong, we receive an alert and attend to the issue.

We also track the performance of your installation against that of other users. If your installation isn't performing as well as it should, we identify the cause and fix it.

Solar panels get dirty. That's why we send a team to clean them once a year and conduct a general check of your installation at the same time.

Q What happens if I decide to cancel?

A You can opt out at any time for a fixed fee, and we will remove the installation from your property.

Our current de-installation fees are:

Product	De-installation fee
Medium	R22 770
Large	R30 000
Large 3phase	R32 900
Extra Large	R35 400

Sit back and enjoy.
The sun is on your side.

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