

SEPL

CUSTOMER SUPPORT POLICY PACK

Website-ready content for developer implementation

Brand / Storefront	SEPL
Legal Operator	Solexo Energy Private Limited
Website	www.sepl.com.pk/store
Version	1.0 - 14 October 2026

Common Store Positioning

A multi-brand online platform for solar, energy storage and electrical solutions in Pakistan - for EPC companies, installers, businesses and end users, from residential systems up to C&I applications.

IMPORTANT IMPLEMENTATION NOTE

This pack is intended for website implementation and commercial risk control. Product-specific promises, tax treatment, warranty periods and brand authorizations must match actual invoices, manufacturer terms and current business practice. Final legal review by a Pakistan/Punjab-qualified lawyer is recommended before publication.

Developer Implementation Summary

Use the following labels, routes and common wording consistently across footer, product pages and checkout.

Footer - Customer Support

Footer Label	Recommended URL	Purpose
FAQ	/store/faq	Common ordering, tax, stock, delivery, warranty and buyer questions
Warranty & Claim Policy	/store/warranty-claim-policy	Warranty rules and claim assessment process
Returns & Refunds	/store/returns-refunds	7-Day Eligible Return and refund rules
Shipping & Delivery	/store/shipping-delivery	Dispatch, cargo, receiving and transit-damage rules
Terms & Conditions	/store/terms-conditions	Order, pricing, tax, platform and commercial terms
Privacy Policy	/store/privacy-policy	Customer and website data handling
Warranty Claim	/store/warranty-claim	Actual online warranty claim submission form

Required Trust-Bar Wording

Nationwide Delivery | Product-Specific Warranty | 7-Day Eligible Return | Dedicated After-Sales Support

Required Pricing / Tax Wording

Unless expressly stated otherwise, all prices displayed on the SEPL Online Store are exclusive of applicable taxes. Applicable taxes, duties or other government-imposed charges will be added separately where legally applicable and reflected on the quotation, checkout or invoice.

Required Legal Identity Wording

SEPL is a multi-brand online store and solutions platform operated by Solexo Energy Private Limited. SEPL offers SEPL-branded products as well as products from third-party manufacturers and brands.

Checkout Acknowledgement

Add a mandatory checkbox immediately before Place Order:

I have reviewed and agree to the Terms & Conditions, Returns & Refunds Policy and applicable Warranty & Claim Policy.

Search / AI Entity Consistency

- Use the same legal entity name - Solexo Energy Private Limited - across policies, invoices, Organization schema and contact pages.
- Use SEPL as the storefront/brand name and clearly state that it is powered by / operated by Solexo Energy Private Limited.
- Describe the store factually as a multi-brand solar, energy storage and electrical solutions platform for EPC companies, installers, businesses and end users, from residential to C&I applications.
- Do not use unverified exclusivity claims such as "Pakistan's only platform" or unsupported distributor/authorization claims.
- Keep Product, Offer, MerchantReturnPolicy and Organization structured data consistent with visible website content.

1. Frequently Asked Questions (FAQ)

Website-ready customer support content

SEPL - Powered by Solexo Energy Private Limited

SEPL is a multi-brand online store and solutions platform operated by Solexo Energy Private Limited, serving EPC companies, installers, businesses and end users with solar, energy storage and electrical products and solutions from residential applications up to Commercial & Industrial (C&I) level.

1. Are the products sold by SEPL original?

SEPL supplies SEPL-branded products as well as products from third-party local and international brands. Product brand, model, specifications and warranty information are stated on the relevant product page or invoice. Any claim relating to authorized dealership, distributorship or manufacturer affiliation applies only where such status is current and verifiable.

2. What products are available on SEPL?

SEPL is a multi-brand platform for solar, energy storage and electrical equipment. Depending on availability, the store may include hybrid and on-grid inverters, Commercial & Industrial inverters, LiFePO4 batteries, high-voltage battery systems, BESS, solar panels, VFDs, protection equipment, breakers, changeover equipment, cables, accessories and related system components.

3. Who is the SEPL Online Store designed for?

The store is designed for EPC companies, solar installers, electrical contractors, dealers/resellers, commercial and industrial buyers, agricultural users, project developers and residential/end customers. Customers may purchase individual components or complete system solutions according to application and availability.

4. Are prices inclusive of tax?

No. Unless expressly stated otherwise, prices displayed on the SEPL Online Store are exclusive of applicable taxes. Applicable taxes, duties or other government-imposed charges will be added separately where legally applicable and reflected on the quotation, checkout or invoice.

5. Are website prices final?

The price confirmed on an accepted order or invoice applies to that transaction. Solar and imported-equipment prices may change due to manufacturer pricing, exchange rates, freight, duties, taxes, availability or market conditions. A later increase or decrease does not retrospectively change a completed transaction. SEPL may correct an obvious pricing or system error before fulfilment and may cancel the affected item with refund of any amount received for goods not supplied.

6. How do I confirm product availability?

Website stock is maintained in good faith but can change because of simultaneous sales, warehouse adjustments or pending orders. For high-value, bulk, project or commercial purchases, customers may confirm current stock through SEPL official support channels before payment.

7. Does adding an item to the cart reserve it?

No. Adding a product to the cart does not permanently reserve stock. Stock remains subject to final verification and order acceptance.

8. Does SEPL provide nationwide delivery?

SEPL provides delivery to supported locations across Pakistan through courier, cargo or other logistics providers depending on product type, weight, size and destination. Some heavy products may require cargo-terminal collection.

9. How long does delivery take?

Delivery times are estimates and depend on stock location, destination, logistics provider and product type. SEPL does not guarantee a specific delivery date unless expressly confirmed in writing.

10. Can I return a product?

Eligible products may qualify for the 7-Day Eligible Return policy. Change-of-mind returns normally require the product to be unused, uninstalled, not electrically energized and in original resalable condition. The complete Returns & Refunds Policy applies.

11. Can an installed inverter or battery be returned because I changed my mind?

Normally no. Installed, energized, commissioned, materially configured or customer-used electrical equipment is generally not eligible for a voluntary change-of-mind return. A genuine product fault is handled through the applicable warranty procedure.

12. How does warranty work?

Warranty is product-specific. The applicable period, coverage and procedure depend on the brand, model, manufacturer and transaction. The warranty stated on the product page, invoice, warranty card or applicable manufacturer documentation applies.

13. Does warranty mean instant replacement?

No. Warranty does not automatically mean immediate replacement with a brand-new product. An approved claim may be resolved through diagnosis, repair, component replacement, product replacement, technically equivalent replacement, warranty credit or another applicable remedy.

14. What is required for a warranty claim?

SEPL may request the invoice/order number, product model, serial number, fault description, error code, photographs, videos, installation information and inverter/BMS logs where relevant.

15. Does SEPL provide installation?

Installation availability depends on product, location and the specific quotation/order. Unless installation is expressly included, product supply and installation are separate services.

16. Can I use my own installer?

Yes. SEPL is not responsible for the workmanship of an independent installer. Damage or failure caused by installation or system design may fall outside product warranty.

17. Can dealers and EPC companies buy from SEPL?

Yes. Dealer, reseller, EPC, wholesale, project and bulk orders may be offered separate commercial pricing, payment, cancellation, freight and return terms.

18. Can I cancel an order?

A cancellation request may be accepted before dispatch, subject to order status. Special-order, customized, already-procured or dispatched goods may be subject to different cancellation terms.

19. What should I do if a package arrives damaged?

Do not install or energize a visibly damaged product. Photograph or video the package, shipping label and product, retain the packaging and notify SEPL promptly so that the delivery issue can be verified.

20. Does the SEPL Solar Estimator guarantee exact backup, generation or savings?

No. Estimator results are indicative recommendations based on user-provided information. Actual performance depends on load behaviour, weather, shading, battery condition, installation, system losses, equipment settings and other operating conditions.

2. Warranty & Claim Policy

Product-specific warranty rules and claim assessment

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SEPL is a multi-brand online store and solutions platform operated by Solexo Energy Private Limited, serving EPC companies, installers, businesses and end users with solar, energy storage and electrical products and solutions from residential applications up to Commercial & Industrial (C&I) level.

This policy applies to eligible products purchased directly from the SEPL Online Store or otherwise invoiced by Solexo Energy Private Limited. Warranty coverage, duration and claim conditions vary by brand, model, product category and manufacturer.

1. Product-Specific Warranty

There is no single warranty period applicable to every product sold through SEPL. The applicable warranty is the warranty stated on the product page, sales invoice, warranty card or applicable manufacturer documentation. For third-party branded products, warranty may be provided directly by the manufacturer, importer, distributor or authorized service centre. SEPL may assist with claim processing where applicable, while final technical approval may remain subject to the relevant manufacturer warranty. For SEPL-branded products, the specific SEPL warranty stated for that product applies.

2. Warranty Start Date

Unless expressly stated otherwise, warranty begins from the purchase date shown on the official SEPL / Solexo Energy Private Limited invoice. Repair, replacement or component replacement does not automatically restart or extend the original warranty period unless the applicable warranty expressly provides otherwise.

3. What the Warranty Covers

Subject to applicable terms, warranty generally covers a verified manufacturing defect or qualifying product failure occurring during normal use within published operating conditions. A reported fault does not automatically establish a manufacturing defect. Technical inspection, testing, log review or manufacturer diagnosis may be required.

4. Warranty Claim Requirements

SEPL may require proof of purchase, product model, serial number, installation date, fault description, photographs, videos, error codes, inverter or battery logs, installation photographs, wiring information, installer details and other information reasonably required for diagnosis. A claim may remain pending until sufficient technical information is provided.

5. Serial Number Verification

The serial number must match SEPL sales or warranty records where applicable. Products with removed, altered, substituted or unreadable serial numbers may not qualify where the product cannot be reliably identified. SEPL may retain serial-number and claim records for verification and fraud prevention.

6. Technical Inspection

SEPL, the manufacturer, distributor or service centre may inspect or test the product before deciding whether a claim qualifies. Submission for inspection does not mean the claim has been approved. Where testing shows the product is operating normally or the issue arises from installation, configuration, external equipment or another non-warranty cause, the claim may be declined.

7. Warranty Exclusions

Subject to the applicable warranty and law, warranty may not cover damage or failure caused by incorrect installation or wiring, reverse polarity, improper earthing, operation outside published voltage/current/environmental limits, overloading, incompatible equipment, incorrect battery/inverter configuration, unauthorized repair or modification, opening/tampering, altered serial numbers, physical damage, fire, flooding, liquid exposure beyond the rated protection, lightning, external surge, abnormal grid conditions, pests/rodents, corrosion, improper transportation or storage, misuse, negligence, unauthorized firmware/software changes or failure to follow manufacturer instructions. IP ratings apply only under the manufacturer specified installation and operating conditions.

8. Installation-Related Failures

Product warranty does not automatically cover faults caused by system design, workmanship or connected equipment. Examples include incorrect cable sizing, loose terminals, inadequate protection, unsuitable earthing, incorrect PV string design, battery communication issues, incorrect CT installation, incompatible generators, phase configuration errors or settings outside manufacturer specifications.

9. Lithium Battery Warranty

Lithium batteries are subject to manufacturer-specific cycle, capacity-retention, temperature, voltage, charge/discharge current and operating requirements. Normal ageing or capacity reduction within the applicable warranty parameters is not automatically a defect. BMS logs, cycle data, inverter settings and installation information may be required.

10. Solar Panel Warranty

Solar-panel product warranty and performance warranty are separate. A performance warranty generally relates to permitted power degradation over time and does not automatically mean replacement simply because output has reduced. Manufacturer terms and technical testing apply.

11. Inverter Warranty

Inverter claims may require event/error logs, PV string information, battery configuration, grid readings, installation photographs and protection details. Damage caused by incorrect PV voltage, battery polarity, unsuitable communications, overloading, grid abnormalities or installation outside published specifications may be excluded.

12. Repair, Replacement or Other Remedy

An approved warranty claim does not automatically entitle the customer to an immediate brand-new replacement. Depending on the fault and applicable policy, the remedy may include technical correction, repair, component replacement, product replacement, technically equivalent replacement, manufacturer warranty credit or another applicable remedy.

13. Replacement Product

Where replacement is approved, the same model or a technically equivalent model may be provided where the original is unavailable or discontinued, subject to applicable terms. A warranty replacement does not automatically create a new full warranty period unless expressly stated.

14. Replacement from SEPL Stock

Where possible, SEPL may facilitate an approved claim using available local stock to reduce waiting time. This is an additional support facility subject to technical approval, replacement-stock availability and manufacturer arrangements. Product-Specific Warranty does not mean guaranteed instant replacement.

15. Warranty Processing Time

Processing time varies by product and fault. Diagnosis may require manufacturer consultation, service-centre testing, replacement approval, spare parts or replacement stock. Any timeframe given is an estimate unless expressly guaranteed in writing. SEPL will make reasonable efforts to process valid claims efficiently.

16. Transport and Courier Costs

The customer may be required to deliver or ship the product to an SEPL collection point, service centre or designated location. Responsibility for freight, courier, collection or return transport depends on the applicable warranty, reason for claim and inspection result. Where a claim is rejected because no defect is found or the issue results from an exclusion, applicable transport or diagnostic costs may be payable by the customer where disclosed.

17. Removal and Reinstallation Costs

Unless specifically included in the applicable warranty or service agreement, product warranty does not automatically include uninstalling/reinstalling equipment, electrician charges, installer labour, travel, transport, crane/lifting, civil work, scaffolding, redesign or rewiring.

18. Third-Party Installations

Products purchased from SEPL may be installed by the customer own installer or EPC contractor. Product supply does not make Solexo Energy Private Limited responsible for independent installer workmanship. Installation-caused faults may fall outside product warranty.

19. Solar Estimator Recommendations

SEPL Solar Estimator recommendations assist preliminary system selection and are not a substitute for final engineering verification, physical site assessment, structural checks, utility requirements or manufacturer limits. SEPL is not responsible for incorrect sizing or compatibility resulting from inaccurate or incomplete user-entered information.

20. Commercial, Dealer and EPC Purchases

Dealer, reseller, EPC, wholesale, project and commercial transactions may have separate warranty arrangements stated on a quotation, purchase order, commercial agreement or invoice. Those written commercial terms apply to that transaction to the extent permitted by law.

21. No Unauthorized Warranty Commitments

Only warranty commitments published by SEPL, stated on the official invoice, contained in an applicable written agreement or formally issued by the relevant manufacturer are binding. Statements by

unauthorized resellers, installers, technicians or third parties that exceed official terms do not automatically create additional obligations.

22. Claim Misuse and Fraud

SEPL may reject fraudulent or manipulated claims, including product swapping, serial-number manipulation, submission of a different unit, deliberate damage, false invoices, altered warranty documents or concealment of material information affecting the cause of failure.

23. Consequential Loss

To the extent permitted by applicable law, product warranty does not automatically cover indirect or consequential commercial losses such as lost business, lost production, lost profit, anticipated savings or third-party contractual penalties resulting from equipment downtime. Nothing in this policy excludes rights or remedies that cannot lawfully be excluded.

24. How to Submit a Claim

Warranty claims should be submitted through the official Warranty Claim page or other official support channels published on www.sepl.com.pk/store. Customers should retain the invoice and product serial number throughout the warranty period. SEPL may issue a Warranty Claim Reference Number for tracking.

25. Final Warranty Determination

A warranty claim is approved only after required verification and technical assessment. SEPL will not reject a legitimate claim merely because a claim was made; however, claims that do not meet applicable warranty conditions may be declined. All decisions remain subject to applicable Pakistani law and rights that cannot lawfully be excluded.

3. Returns & Refunds Policy

7-Day Eligible Return and refund rules

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SEPL provides a 7-Day Eligible Return facility for qualifying products. Return eligibility is subject to the conditions below and does not mean automatic refund approval.

1. 7-Day Eligible Return

For a voluntary/change-of-mind return, the product should normally be returned within 7 calendar days of delivery; remain unused and uninstalled; not have been electrically energized, commissioned or materially configured; remain in original resalable condition; contain all supplied accessories and manuals; retain original labels, serial numbers and seals; include original packaging; and be supported by valid proof of purchase.

2. Products Normally Not Eligible for Change-of-Mind Return

Subject to applicable law, voluntary returns are generally not available for installed or commissioned equipment, energized products, physically damaged goods, products with tampered/broken seals or altered serial numbers, cut-to-length cable, customized products, made-to-order items, specially imported goods, customer-specific procurement, incomplete products, clearance/final-sale items identified as such before purchase, or products that cannot reasonably be resold as new.

3. Wrong Product Ordered by Customer

Where the customer selects the wrong size, model, voltage, capacity or incompatible product without relying on incorrect information supplied by SEPL, the request is treated as a change-of-mind return. The customer may bear return transport and other disclosed non-refundable transaction costs.

4. Incorrect Product Supplied by SEPL

If SEPL supplies a product materially different from the confirmed order, the customer should avoid installing or energizing it and should notify SEPL promptly. After verification, SEPL will arrange an appropriate correction, which may include replacement or refund.

5. Defective Product

A reported defect is handled through technical assessment and the applicable warranty procedure. A fault report does not automatically create an immediate refund entitlement. The remedy depends on the verified cause of failure and applicable warranty/legal requirements.

6. Transit Damage

Customers should inspect goods promptly. Visible transit damage should preferably be reported within 24 hours with photographs/video of the package, shipping label and product, and the original packaging should be retained. This reporting recommendation helps SEPL pursue logistics claims and does not remove rights that cannot lawfully be excluded.

7. Return Authorization

Customers should obtain return instructions before sending goods. Unapproved shipments may be delayed or returned to sender. SEPL may provide a return reference or designated return location.

8. Inspection

Returned goods may be inspected for serial number, completeness, physical condition, evidence of installation or electrical use, missing accessories, tampering, packaging condition and overall resale condition.

9. Refund Amount

An approved refund is calculated against the amount actually paid for the relevant returned product. Later market-price increases or decreases do not change the original transaction value.

10. Costs and Deductions

Where permitted by law and appropriately disclosed, a change-of-mind refund may exclude or deduct actual non-refundable costs such as outbound cargo, return transport, payment-gateway charges, special handling or documented transaction costs. Such deductions will not be used to avoid responsibility for an SEPL error or a qualifying defective product.

11. Refund Timeline

Once a refund is approved, SEPL will normally initiate processing within 7 working days. Additional time may be required by the customer bank, card network or payment provider.

12. Refund Method

Refunds should normally be returned to the original payer/payment method where practical and legally appropriate. SEPL may request reasonable identity/payment verification to prevent fraud.

13. Dealer, Wholesale and Commercial Orders

Dealer, reseller, EPC, wholesale, bulk and project orders may be subject to separate negotiated return/cancellation terms. Special-order or specifically procured goods may be non-returnable for change of mind where this was disclosed before confirmation.

14. Rights Preserved

Nothing in this policy is intended to exclude or limit a statutory right or remedy that cannot lawfully be excluded.

4. Shipping & Delivery Policy

Dispatch, logistics, receiving and transit-damage rules

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1. Delivery Coverage

SEPL provides delivery to supported locations across Pakistan through courier, cargo, transport providers or other suitable logistics methods. Some heavy products or remote destinations may require cargo-terminal collection or special arrangements.

2. Delivery Charges

Delivery charges depend on destination, size, weight, quantity, product type and logistics provider. Free-delivery offers, if any, apply only under the published promotional conditions.

3. Dispatch

Orders are dispatched after applicable payment confirmation, stock verification, order acceptance and completion of any required documentation.

4. Estimated Delivery Time

Delivery times are estimates unless expressly confirmed as guaranteed in writing. Delivery may be affected by courier/cargo capacity, weather, road closures, public holidays, strikes, remote-area service, regulatory restrictions, force majeure or other circumstances outside SEPL reasonable control.

5. Heavy Equipment

Solar panels, lithium batteries, BESS, large inverters and other heavy electrical products may be shipped by cargo instead of standard courier. Customer collection from the destination cargo office may be required where door delivery is unavailable.

6. Delivery Address

Customers must provide a correct recipient name, phone number, complete address, city and delivery instructions where required. SEPL is not responsible for avoidable delay or re-delivery cost caused by materially incorrect customer-supplied information.

7. Delivery Inspection

Customers should inspect the package before or immediately after accepting delivery where reasonably possible. If packaging is visibly damaged, photographs/video should be taken before opening and the packaging should be retained.

8. Transit Damage

For a transit-damage claim, customers should retain external and internal packaging, shipping labels, the product and clear photographs/video. Prompt reporting helps establish responsibility with the logistics provider.

9. Failed Delivery / Re-Delivery

If delivery fails due to customer unavailability, incorrect address, refusal without valid cause or inability to contact the customer, additional delivery or storage charges may apply for re-delivery.

10. Partial Delivery

Large or multi-item orders may arrive in more than one shipment. A partial delivery does not by itself mean that the remaining order has been cancelled.

11. Delivery Delay

SEPL will make reasonable efforts to assist with delayed shipments but cannot control third-party logistics timelines. To the extent permitted by law, reasonable delays outside SEPL control do not automatically create liability for indirect or consequential commercial losses.

12. Risk and Ownership

Risk and ownership will be determined by the applicable transaction, payment and delivery arrangements. For unpaid, financed or commercial-credit transactions, title may remain subject to the relevant agreement until payment obligations are satisfied.

5. Terms & Conditions

Terms of sale and website use

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SEPL is a multi-brand online store and solutions platform operated by Solexo Energy Private Limited, serving EPC companies, installers, businesses and end users with solar, energy storage and electrical products and solutions from residential applications up to Commercial & Industrial (C&I) level.

By placing an order through SEPL, the customer agrees to the applicable product information, pricing and these Terms, subject to applicable law.

1. Product Information

SEPL makes reasonable efforts to keep product names, images, specifications, prices and stock information accurate. Manufacturers may revise designs, packaging, labels, specifications or firmware. Manufacturer datasheets and model-specific documentation take precedence over general marketing descriptions where technical information differs.

2. Prices and Taxes

Unless expressly stated otherwise, all prices displayed on the SEPL Online Store are exclusive of applicable taxes. Applicable taxes, duties or other government-imposed charges will be added separately where legally applicable and reflected on the quotation, checkout or invoice.

3. Pricing / Listing Errors

SEPL may correct an obvious typographical, pricing, specification or system error. Where such an error materially affects an unfulfilled order, SEPL may request confirmation at the corrected terms or cancel the affected item and refund any amount received for goods not supplied.

4. Order Acceptance

An automated order acknowledgement, WhatsApp message or payment notification does not by itself constitute final confirmation of availability or dispatch. SEPL may verify customer information, payment, delivery location, stock, suspected fraud and obvious listing errors before accepting/fulfilling the order.

5. Stock Availability

Stock is maintained in good faith but may change because of simultaneous sales, warehouse adjustments or system synchronization. Adding an item to the cart does not permanently reserve it.

6. Payment

SEPL may require full or partial advance payment for certain products, including panels, lithium batteries, inverters, BESS, heavy equipment, bulk orders, special-order items or commercial/project transactions. The payment method and terms shown on the order/quotation apply.

7. Customer Responsibility and Product Compatibility

Customers are responsible for selecting appropriate equipment unless SEPL has expressly provided a written system design or confirmed compatibility for the specific application. For complex installations,

final design should be verified against manufacturer limits and appropriate engineering practice before installation.

8. SEPL Solar Estimator

The estimator provides indicative sizing and product recommendations using customer-supplied information. Results are not a substitute for physical site inspection, structural assessment, protection design, utility requirements or professional engineering verification where required. Actual generation, backup and savings vary with load, weather, shading, system losses, battery condition, settings and user behaviour.

9. Installation

Unless expressly included in the order, installation is separate from product supply. SEPL is not responsible for independent installer workmanship or installation-caused damage.

10. Warranty

Product warranty is governed by the applicable Warranty & Claim Policy and product/manufacture warranty terms.

11. Returns

Returns and refunds are governed by the Returns & Refunds Policy disclosed on the store and applicable to the transaction.

12. Delivery

Shipping and delivery are governed by the Shipping & Delivery Policy and any transaction-specific freight terms.

13. Dealer / EPC / Wholesale / Project Orders

Commercial transactions may be governed by a quotation, purchase order, special pricing sheet or written agreement. Where specific commercial terms are agreed, those terms apply to that transaction to the extent permitted by law.

14. Special-Order Products

Once SEPL has specifically ordered, imported, manufactured or reserved a non-standard product against a confirmed customer requirement, change-of-mind cancellation or return may not be available where this was disclosed before confirmation. If cancellation is accepted, documented costs already incurred may be deducted where legally permissible.

15. Customer Cancellation

A cancellation request may be accepted before dispatch, subject to order status. Where goods have already been dispatched, special procurement has begun, customization has started or non-refundable transaction costs have been incurred, applicable disclosed costs may be payable/deductible where permitted by law.

16. Fraud and Misuse

SEPL may refuse, suspend or cancel transactions reasonably suspected of fraud, payment abuse, unauthorized payment use, false identity, serial-number manipulation, chargeback abuse or policy misuse, subject to refund of any amount properly due for goods not supplied.

17. Third-Party Brands and Affiliation

The sale of a third-party branded product does not by itself imply manufacturer appointment, exclusive distributorship, endorsement or other affiliation. Such status will only be represented where accurate and verifiable.

18. Intellectual Property

SEPL-owned website content, original graphics, photographs and proprietary materials may not be commercially reproduced without authorization where protected by law. Third-party trademarks and manufacturer materials remain the property of their respective owners.

19. Customer-Supplied Information

Customers are responsible for providing accurate order, delivery, system-design and warranty information. SEPL is not responsible for avoidable delay, misdelivery or incorrect estimator recommendations caused by materially incorrect customer-supplied information.

20. Limitation of Consequential Commercial Loss

To the extent permitted by applicable law, SEPL is not automatically liable for indirect or consequential commercial losses such as lost profit, production loss or third-party penalties arising from circumstances outside the applicable product/service obligation. Nothing in these Terms excludes rights or liabilities that cannot lawfully be excluded.

21. Governing Law and Disputes

These Terms are governed by applicable laws of Pakistan. The parties should first make reasonable efforts to resolve a dispute through SEPL customer support. Where unresolved, the matter may be referred to a competent court, consumer forum or other authority having lawful jurisdiction.

22. Changes to Terms

SEPL may update these Terms prospectively. For an existing completed transaction, the terms disclosed and applicable at the time of that transaction remain relevant, subject to applicable law.

6. Privacy Policy

Customer, website and warranty-data handling

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1. Information We May Collect

Depending on customer interaction, SEPL may collect name, phone/WhatsApp number, email, billing/delivery address, account information, order history, product serial numbers, warranty records, technical-support information, device/browser information and communication history.

2. Payment Information

Payments may be processed through banks or third-party payment providers. SEPL should not intentionally store complete payment-card credentials where the payment service is designed to process them directly. The payment provider may separately process information under its own terms.

3. How Information Is Used

SEPL may use customer information to process orders, arrange delivery, issue invoices, process payments, provide warranty/returns/customer support, prevent fraud, maintain transaction records, improve the store and comply with lawful requirements.

4. Information Sharing

Information may be shared where reasonably necessary with courier/cargo providers, banks/payment providers, manufacturers, warranty/service centres, IT/hosting providers, professional advisers and competent authorities where legally required. SEPL should share only information reasonably necessary for the relevant purpose.

5. Marketing Communications

Marketing messages should be sent according to the customer communication permissions and applicable requirements. Customers should have an appropriate way to opt out of non-essential marketing communications.

6. Cookies and Analytics

SEPL may use cookies and analytics technologies for account sessions, cart functionality, store performance, traffic analytics, security and user experience. Where third-party analytics/advertising tools are used, cookie notices and privacy disclosures should match the actual implementation.

7. Warranty and Technical Records

Warranty records may include serial numbers, technical logs, installation photographs, product diagnostics and claim communications. Such records may be retained for legitimate warranty, service-history and fraud-prevention purposes.

8. Data Security

SEPL will use reasonable administrative and technical safeguards appropriate to the nature of the information it holds. No internet-based system can guarantee absolute security.

9. Data Retention

Customer information may be retained for as long as reasonably required for order records, warranty, accounting, tax, dispute handling, fraud prevention and legal compliance. Information no longer reasonably required should be deleted or anonymized where practicable and consistent with record-retention obligations.

10. Customer Requests

Customers may contact SEPL regarding reasonable requests to access, correct or update inaccurate account information, subject to identity verification and applicable legal/record-retention requirements.

11. Third-Party Links

The store may link to manufacturer or third-party websites. SEPL is not responsible for the independent privacy practices of those third parties.

12. Children / Legal Capacity

The store is intended for lawful commercial purchasing. Where a person is not legally able to enter a transaction independently, the purchase should be completed through an appropriate parent, guardian or legally authorized adult.

13. Policy Changes

SEPL may update this Privacy Policy to reflect changes in operations, technology or legal requirements. The effective date should be updated when material changes are published.

14. Regulatory Note for Developer / Legal Review

Do not state that SEPL complies with a specific enacted Pakistan personal-data-protection statute unless legal counsel confirms the current law at the time of publication. Keep this policy aligned with the actual systems, cookies, analytics and payment integrations used by the store.

7. Warranty Claim Page

This page should be an actual online claim form, not another policy page.

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Introductory text to display above the form:

If you believe a product purchased from SEPL has developed a fault covered by warranty, submit the information below. Submission of a warranty claim does not constitute warranty approval. The claim will be reviewed under the applicable product and manufacturer warranty terms.

Customer Information

- Customer Name *
- Mobile Number *
- WhatsApp Number
- Email Address
- City *

Purchase Information

- SEPL Order Number
- Invoice Number *
- Purchase Date *
- Purchase Channel: SEPL Online Store / SEPL Office or Branch / Dealer or EPC Purchase / Other

Product Information

- Brand *
- Product Name *
- Model *
- Serial Number *
- Product Category: Inverter / Lithium Battery / Solar Panel / VFD / Protection Equipment / Other

Installation Information

- Installation Date
- Installed By: SEPL / Independent Installer or EPC / Self or Other
- Installer Name / Company
- Installation City

Fault Information

- Fault First Appeared On *
- Fault Description *
- Error / Fault Code
- Is Product Currently Operating? Yes / Partially / No

Upload Evidence

- Product Front Image *
- Serial Number / Nameplate Image *
- Error Screen / Image
- Installation Image
- Wiring / System Image
- Video / File where required
- For inverter or battery products, system logs may be requested after submission

Mandatory Customer Declaration

I confirm that the information provided in this claim is accurate to the best of my knowledge. I understand that submitting a claim does not mean the claim has been approved and that the product may require technical inspection under the applicable SEPL/manufacture warranty terms. I have read and agree to the Warranty & Claim Policy.

- Mandatory checkbox: I Agree

Submit Button

SUBMIT WARRANTY CLAIM

After Submission

- Generate a unique reference in the format SEPL-WC-XXXXXX.
- Display a confirmation message and email/SMS/WhatsApp acknowledgement where implemented.
- Allow admin status stages such as Received, Information Required, Under Technical Review, Approved, Rejected, Repair in Progress, Replacement in Progress and Closed.
- Do not automatically mark a claim Approved on form submission.

Recommended Confirmation Message

Warranty Claim Received

Your claim has been submitted successfully. Please keep your Warranty Claim Reference Number for future communication. SEPL may contact you for additional photographs, technical information, product logs or inspection arrangements. Please do not open, modify or attempt unauthorized repair of the product while the claim is under review.

Developer QA & Legal Reference Notes

Final checks before publishing the policy pages

Publishing QA

- All seven footer links open separate working pages.
- Product pages use: Product-Specific Warranty / 7-Day Eligible Return / Dedicated After-Sales Support.
- Prices are not described as tax-inclusive unless a particular listing explicitly says so.
- Checkout shows applicable tax separately where legally applicable and matches the invoice.
- Footer and policies use SEPL as brand/storefront and Solexo Energy Private Limited as legal operator.
- No unverified manufacturer authorization, exclusive-distributor or "Pakistan only platform" claims are published.
- Warranty periods displayed on product pages match invoice/manufacture terms.
- Return-policy wording shown near checkout links to the full Returns & Refunds Policy.
- Warranty Claim form creates an audit trail: claim reference, timestamp, customer declaration, attachments and status history.
- Privacy Policy matches the real payment gateway, analytics, cookies, CRM, courier and warranty systems actually used.

Relevant Official Legal References

Punjab Consumer Protection Act 2005

Section 20 requires a seller return/refund policy to be clearly disclosed before completion of the transaction. Section 21 addresses false, deceptive or misleading representations, including warranty, approval/affiliation and rights/remedies.

<https://pccmdpunjab.gov.pk/custom/mateen/pdf/ruleregulation/20-Punjab%20Consumer%20Protection%20Act%202005.pdf>

Electronic Transactions Ordinance, 2002

Provides legal recognition for electronic records and transactions in Pakistan.

<https://pakistancode.gov.pk/pdffiles/administratordbc98dd49f2df3b1d07bb986dcceb9a3.pdf>

Ministry of IT & Telecommunication - Legislations

As of the preparation date, MoITT legislation listings include Personal Data Protection Bill versions as Draft; legal counsel should confirm the current data-protection position before publication.

<https://www.moitt.gov.pk/Legislations>

Final publication note: This document is a commercial website-policy draft prepared for developer implementation. Product-specific warranties, tax treatment, regulatory statements and liability clauses should be checked by qualified legal/tax advisers against SEPL actual operations before publication.