Complaint about an inverter repair

Has your repaired device developed another fault? Please describe what happens. We will review your report and agree the next steps with you.

01 Your details

☐ Business customer ☐ Private customer

Company, if applicable

Name

Street and house number

Postcode and city

Telephone

Email

02 Previous repair details

Order or project number

Invoice number

Invoice date

AEET company named on the invoice

03 Device details

Manufacturer and model

Serial number

Original fault

Current fault / displayed error code

When did the fault start?

Information about your complaint

Please agree the return arrangements with us before sending the device. Photos and any error messages will help us process your report.

Processing, shipping and costs are governed by the terms and conditions agreed for the repair concerned. Your statutory rights in respect of defects remain unaffected. Any additional chargeable inspections or repairs require a separate agreement.

By signing, I report the fault described so that my complaint can be processed.

Date

Signature

Contact
reparatur@aeet24.com

Collection and return shipping arrangements
service@aeet24.com

Repair conditions

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1. Contracting parties and scope

These conditions apply to orders for the inspection, fault analysis and repair of inverters, central inverters, solar battery storage systems, hybrid inverters and data loggers, where validly incorporated into the contract. They apply to consumers and businesses. Individual agreements take priority.

The following companies may act as contractor:

Company	Registration and VAT ID
AEET renewable energy GmbH, also AEET r.e. GmbH	HRB 201184 · VAT ID DE259106606
AEET Technology GmbH	HRB 201348 · VAT ID DE261424030
AEET ENERGY Group GmbH	HRB 201285 · VAT ID DE260639259

All three companies have their registered office at Lichtenstein 11, 37581 Bad Gandersheim, Germany. The managing director of each is Florian Schneider; each is registered with the Local Court of Braunschweig.

The contractor is exclusively the company clearly identified before conclusion of the contract in the repair order or in an associated quotation or pro forma invoice. That same company issues the invoice. The companies are not jointly commissioned; the contracting party will not subsequently be replaced unilaterally.

Contact for repair orders, complaints and withdrawal: reparatur@aeet24.com, telephone +49 5382 955979-0. If the specific contractor has not yet been clearly identified, this will be clarified with you before the order is placed. The website operator is identified in the legal notice.

2. Credit for inspection charges

If the same device is subsequently repaired, the inspection flat rate already paid is credited in full against the repair costs actually incurred. The amount already paid reduces the repair balance payable accordingly. The inspection flat rate is therefore not charged in addition to the full repair price.

The credit is clearly shown in the billing.

For time-based inspections, the specific credit is stated in the quotation or price breakdown before the time-based inspection is commissioned. It is at most EUR 255.00 net (EUR 303.45 gross). Full credit of all time charges or the minimum charge is not promised for these inspections.

If no repair takes place, an agreed inspection properly performed remains payable.

Inspection charges are not credited towards the purchase of a replacement or new device. This also applies to SolarMax and Oelmaier. Credits already agreed in existing individual orders remain unaffected.

3. Sending devices, accessories and packaging

Customer-arranged shipping is permitted only after prior written confirmation from AEET; email is sufficient. Collection may alternatively be agreed. The shipping address, transport method and any collection conditions are agreed beforehand. The device must be packed securely for transport with the relevant order details. Removal, reinstallation and work on the electrical installation are included only if expressly agreed.

Wall brackets, connectors and other accessories may be included only with prior express approval. Approved accessories must be identified in the order. An unexpected extra item does not thereby become AEET's property and may not be disposed of solely for that reason.

For unapproved shipments, genuinely necessary additional handling may be charged where a valid agreement or statutory entitlement permits it. The charge follows the demonstrable effort and is at most EUR 238.00 gross (EUR 200.00 net) per shipment. This maximum is not automatically charged as a fixed fee.

With your consent given before shipment, incoming transport packaging, including original boxes, pallets and lashing straps, is generally disposed of properly. It will then not be retained or returned. Possible reuse of suitable packaging is not promised. This consent covers neither the device nor accessories. Return-shipping packaging is included in the agreed shipping price; where shipping is free, that packaging is also free.

4. Parts, processing times and documentation

New components and tested used or refurbished components may be fitted where technically suitable and meeting the agreed quality. Individual agreements on quality remain decisive.

Quoted inspection and repair times are estimated processing times. A binding completion date requires express agreement for the individual order. You will be informed of foreseeable changes. Statutory rights in the event of delay remain unaffected.

A separate damage report and a complete itemised list of all components and work steps are owed only if agreed. Processing may use pro forma invoices and invoices. Required contract confirmations, descriptions of services and invoice information are provided regardless. Without a separate agreement, a technical inspection or damage report is not an independent expert assessment.

5. Data, settings and factory reset

Backing up and restoring stored data or device settings is included only if expressly agreed. Back up accessible data and settings before sending the device, insofar as you can.

A factory reset that is technically necessary within the agreed repair scope may be expressly authorised in the order. Stored data and settings may be lost; you will be informed before authorisation. This does not commission additional firmware work or arbitrary deletion. Statutory liability and rights in respect of defects remain unaffected.

6. Advance payment and return shipping

Where expressly agreed before the order is placed, payment is due immediately in advance upon receipt of the pro forma invoice or invoice.

Repair requires receipt of payment and valid repair authorisation under section 16. If the pro forma procedure under section 17 is used, repair starts only after the objection period stated there has expired or after your prior express confirmation. For consumers, the requirements for starting within the withdrawal period must also be met.

An invoice alone does not create an order that was not previously agreed.

Charges cover the services actually performed and agreed. Authorisation of a maximum amount does not mean that this amount is automatically charged in full.

Inspection charges are credited under section 2. Payments already made are taken into account when determining the remaining balance payable. Overpayments not owed are refunded. The billing clearly shows repair costs, inspection credits, shipping costs, payments already made and the remaining balance.

Once completed, the device is returned using the agreed shipping arrangements. Section 16 governs shipping authorisation and cost limits. The required information about shipping costs is provided before the contract is concluded.

Shipping agreed free of charge is shown as EUR 0.00. No additional fee is charged for return-shipping packaging already included in the shipping price.

Statutory rights concerning defects, retention and refusal of performance remain unaffected.

7. Repair not possible and termination

If a repair is technically impossible, economically unreasonable or not authorised, you are informed of the result of the commissioned inspection. An agreed inspection properly performed remains payable. This does not oblige you to accept a separate repair quotation or order a replacement device. Return shipping or expressly commissioned disposal will be agreed.

If the customer freely terminates a validly commissioned standard inspection order under section 648 BGB before full performance, the contractor may claim flat-rate termination remuneration of EUR 303.45 in total instead of an individually calculated termination account.

This flat rate settles all remuneration claims arising from the terminated standard inspection order. The same inspection services or expenses are not charged additionally. Payments already made towards the inspection order are credited.

The customer is expressly entitled to prove that no remuneration claim, or a lower claim, exists. The flat rate is waived or reduced accordingly.

This flat rate applies exclusively to the standard inspection order. It is not an additional cancellation fee alongside payment for the same inspection and is not a flat-rate settlement of the entire inspection and repair order.

If a repair portion already commissioned is also terminated, its settlement follows the statutory termination rules. In particular, agreed remuneration, expenses saved and other earnings that must legally be credited are taken into account. Services or expenses are not charged twice.

Shipping costs already incurred are charged only insofar as payable under the agreement and statutory rules. The cost limits under section 16 remain applicable.

The flat-rate termination remuneration does not apply to a valid statutory withdrawal, justified termination for good cause or justified statutory rescission.

Work may begin on the day the device is received if all order, payment and consumer requirements are met and any applicable objection period under section 17 has expired or you have expressly confirmed an earlier start.

Any request to end the work should therefore be communicated promptly. Starting work alone does not remove statutory termination or withdrawal rights.

8. Rights in respect of defects and repair guarantee

Statutory rights concerning defects in the commissioned repair apply against the respective contractor. They are neither transferred to the manufacturer nor restricted to individual replaced parts. For statutory subsequent performance, the contractor bears the necessary transport, travel, labour and material costs.

The respective contractor gives a twelve-month repair guarantee on components replaced during the commissioned repair. It covers the replacement component concerned and the necessary replacement or repair labour. The guarantee period starts on the date of the first advance-payment invoice issued for the repair, even if this precedes the actual start of repair work. The guarantee may be claimed for repairs performed and applies geographically to Germany.

The repair guarantee covers only replaced components, not the entire old device. Defects are excluded insofar as they arise after repair from independent causes such as incorrect connection, misuse, overvoltage or lightning, moisture or third-party intervention. Defects in the commissioned AEET repair are not excluded by this rule. The statutory burden of proof is unchanged.

For claims under this repair guarantee, the customer bears shipping costs in both directions. Statutory rights in respect of defects are free of charge and remain fully available. In particular, this shipping-cost rule does not apply to transport necessary for statutory subsequent performance. The guarantee period does not shorten any statutory limitation period.

Report a relevant fault to the contractor named on your invoice at reparatur@aeet24.com, giving the order number, device and fault description if possible. This helps identification but is not an additional condition for a claim. Return transport will be coordinated; mandatory statutory rights remain regardless of that coordination. Successful guarantee performance does not automatically extend the stated guarantee period; statutory consequences remain unaffected.

9. Manufacturer guarantees and liability

Any manufacturer guarantee is governed by the respective manufacturer's declaration. Statutory claims relating to the commissioned repair remain against the contractor.

The contractor has unlimited liability for intent and gross negligence, culpably caused injury to life, body or health, and under mandatory statutory provisions. The same applies to fraudulent concealment of a defect and within the scope of an assumed guarantee.

For ordinary negligence, the contractor is liable for breach of an essential contractual duty whose fulfilment enables proper performance of the contract and on whose observance you may ordinarily rely. Liability is then limited to the loss typical of the contract and foreseeable when it was concluded. Otherwise, liability for loss caused by ordinary negligence is excluded. The mandatory exceptions above also apply here. This rule applies correspondingly to legal representatives and persons used to perform contractual obligations.

10. Taking back devices and storage charges

If your cooperation is actually needed for the agreed handover or return shipment, you will receive a specific notice stating readiness for return, the action required and storage charges. It may accompany a report, pro forma invoice or invoice. It sets a deadline of 14 calendar days from receipt. A document's issue date, or silence in response to a repair quotation not yet accepted, is insufficient.

Where the requirements for validly agreed storage remuneration or a statutory reimbursement claim are met, and return cannot take place because necessary cooperation is missing, the following daily storage flat rates per device apply after the deadline, no earlier than day 15:

Normal devices: EUR 35.70 gross (EUR 30.00 net) per day

Central inverters or large inverters weighing 80 kg or more: EUR 119.00 gross (EUR 100.00 net) per day

The weight threshold excludes the pallet and packaging. Storage and hybrid devices do not enter the higher category solely because of their device type. The flat rate covers storage, associated insurance effort, rent and staffing; the same elements are not charged again. No specific insurance coverage for your device is promised.

You may prove that no compensable expense, or substantially less, was incurred. Statutory reimbursement is charged only to the extent legally permitted. No storage charges arise for delays attributable to AEET. They end once the necessary cooperation has been provided and return can take place.

11. Removed parts and disposal of entire devices

Defective components replaced during repair are disposed of properly after completion on the basis of your consent given in the order. These old parts will not be returned. Necessary preservation of evidence and statutory retention duties are respected. Disposal of old parts is included in the repair price. Parts temporarily removed for reuse are not covered.

An entire device is disposed of on your express, authorised disposal instruction at the following prices:

Inverters under 80 kg: EUR 101.15 gross (EUR 85.00 net)

Inverters weighing 80 kg or more: EUR 178.50 gross (EUR 150.00 net)

Data loggers: EUR 59.50 gross (EUR 50.00 net)

After 30 calendar days from receipt of the request for cooperation under the preceding section, the contractor reserves the right to examine and initiate legally permissible steps for return, reimbursement or realisation of value. Any lien is exercised only under its statutory conditions and prescribed procedure. Mere lack of response does not authorise disposal of the entire device or transfer ownership.

12. Consumer withdrawal and early start

Consumers may have statutory withdrawal rights for distance contracts and contracts concluded away from business premises. The following information concerns paid inspection and repair services. A signature, advance authorisation or payment alone does not remove the right of withdrawal.

Starting before the withdrawal period expires requires your separate express request or consent and the required information. For a paid service contract, the right of withdrawal expires only after full performance under the statutory conditions. Starting work alone is not a waiver of withdrawal. Inspection and subsequent repair must be treated according to the contracts actually concluded.

13. Withdrawal information for inspection and repair services

This information is addressed to consumers whose contracts carry a statutory right of withdrawal.

Your contact is exclusively the company identified before conclusion of the contract in the repair order or in an associated quotation or pro forma invoice:

• AEET renewable energy GmbH;

• AEET Technology GmbH;

• AEET ENERGY Group GmbH.

Common postal address: Lichtenstein 11, 37581 Bad Gandersheim, Germany. Email for all three companies: reparatur@aeet24.com. Telephone: +49 5382 955979-0.

Right of withdrawal

You may withdraw from the contract within 14 days without giving a reason. The period begins when the contract is concluded, but not before you receive the legally required withdrawal information.

Clearly inform your contracting party that you wish to withdraw, for example by letter or email using the contact details above. You may use the model withdrawal form in Section 14. Its use is voluntary.

You can also exercise your right of withdrawal online at wechselrichter-reparaturen.net/en/withdraw.
After you submit your declaration using “Confirm withdrawal”, we will promptly email you an acknowledgement containing the content of your declaration and the date and time we received it.

Sending your declaration before the deadline is sufficient to meet the withdrawal period.

Consequences of withdrawal

After withdrawal, payments received from you for this contract, including any delivery charges received, are refunded without undue delay and no later than 14 days after receipt of your withdrawal declaration.

Additional costs resulting from your choice of a more expensive delivery method than the least expensive standard delivery offered are excluded. Repayment is made without charge using the original means of payment unless expressly agreed otherwise with you.

If you expressly requested that services start within the withdrawal period, you owe compensation, subject to the statutory requirements, for services performed up to withdrawal. It reflects their proportion of the agreed overall scope; if the total price is disproportionately high, market value is decisive.

To the extent that we have already carried out the agreed collection or return shipping of your device by the time you withdraw, that transport service will be taken into account when calculating compensation, provided the statutory requirements are met.

No flat-rate cancellation penalty is charged for exercising the statutory right of withdrawal.

14. Model withdrawal form

If you wish to withdraw, you may complete this form and return it by letter or email. Another clear declaration is also sufficient.

To the contracting party named in the order: AEET renewable energy GmbH / AEET Technology GmbH / AEET ENERGY Group GmbH, each at Lichtenstein 11, 37581 Bad Gandersheim, Germany. Email: reparatur@aeet24.com

I/We (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*) / provision of the following service (*):

.....

Ordered on (*) / received on (*): .....

Name of consumer(s): .....

Address of consumer(s): .....

Signature of consumer(s), only if sent on paper:

.....

Date: .....

(*) Delete as appropriate.

An order number or device description helps identification but is not an additional requirement for effective withdrawal. This model is intended for copying or printing; this page itself transmits no data.

15. Early performance for consumers

Consumers may expressly request and consent to the commissioned inspection and repair services starting before the withdrawal period expires. The declaration provided for this purpose appears directly below the signature field in the repair order and is signed together with the order.

Upon full performance of the contract by the contractor, the right of withdrawal expires subject to the statutory requirements. If the consumer withdraws before then, proportionate compensation may be payable under section 13.

Without the required express declaration, the service concerned will not begin until the withdrawal period has expired. The payment and procedural rules in sections 6 and 17 must also be observed.

16. Inspection order and repair and shipping authorisation by signature

A general enquiry is non-binding. A chargeable order requires agreement on the specific device, scope of work and price or method of calculation.

The general terms and conditions attached to the repair order, including the price overview, form part of the repair order.

By signing the repair order, you commission the chargeable inspection and also authorise repair of the identified device and the fault described in the order up to the following limits per device:

• Devices weighing under 80 kg: up to EUR 3,000.00 net (EUR 3,570.00 gross).

• Devices weighing 80 kg or more: up to EUR 5,000.00 net (EUR 5,950.00 gross).

The device weight excludes the pallet and packaging. These limits cover repair labour and replacement parts, including disposal of replaced components.

Inspection flat rates already paid are credited in full under section 2 against the repair costs actually incurred for the same device. They reduce the remaining repair balance and are not charged in addition to the full repair price.

For time-based inspections, the separate credit rules in section 2 apply. Agreed inspection charges not credited and the shipping costs authorised below are accounted for separately.

The repair amounts stated are cost limits. If repair costs less, only the lower repair price is charged.

No further repair quotation or authorisation is required within the described repair scope and the applicable limit. The payment and process rules in sections 6 and 17 must still be observed.

If expected repair costs exceed the applicable limit, you receive a separate repair quotation beforehand. In that case, repair is carried out only after your express acceptance of the quotation.

You also receive a separate quotation beforehand for additional work outside the described repair scope. That work starts only after your express authorisation.

By signing the repair order, you also authorise shipping costs up to the following limits:

• Collection: up to EUR 500.00 net (EUR 595.00 gross) per shipment.

• Return shipping: up to EUR 500.00 net (EUR 595.00 gross) per shipment.

The shipping authorisation applies separately to collection and return shipping. One collection and one return shipment are therefore authorised up to EUR 1,000.00 net (EUR 1,190.00 gross) in total. These shipping costs are additional to the amounts remaining after inspection credits.

Only shipping costs actually incurred are charged. Shipping agreed free remains free and is shown as EUR 0.00.

If the expected cost of a collection or return shipment exceeds EUR 500.00 net (EUR 595.00 gross), you receive a separate quotation beforehand. The transport concerned is commissioned only after your express acceptance of that quotation.

This shipping authorisation does not apply to transport costs the contractor must bear for statutory subsequent performance. The statutory rights concerning defects in section 8 remain unaffected.

A separate repair or shipping quotation may be accepted by email. A clearly identifiable payment may also constitute acceptance if expressly provided for in the specific quotation beforehand. Payment for an inspection alone does not commission any further repair.

By submitting the online repair order, the customer makes a binding offer to the company named in the order to enter into the contract described in that order. The electronic acknowledgement with the reference number confirms receipt of the order. The contract is concluded when the customer receives the separate email accepting the order. After acceptance, the contractor agrees the collection date and shipping costs with the customer before collection.

17. Pro forma invoice and five working days for objections

If valid repair authorisation under section 16 exists, AEET may send you a pro forma invoice setting out the planned work and costs before starting repair. The pro forma invoice takes account of inspection credits under section 2 and shows any separate shipping costs.

You may object within five working days of receipt. For this rule, working days are Monday to Friday, excluding public holidays in Lower Saxony. The day of receipt is not counted. The notice states the exact deadline and specifically draws attention to the intended work if no response is received.

If you expressly confirm the notified repair before this period expires, work may begin without waiting for the five working days once payment and the required consumer declarations have been received.

Confirmation must refer to the specific repair and the associated pro forma invoice or quotation. It does not replace the separate declaration requesting a start within the statutory withdrawal period.

If no objection is received within this period, the notified repair is carried out after payment within the authorisation already given. Its basis is the existing order. Silence in response to a pro forma invoice does not create a first repair order or extend the scope of work or cost limits.

An objection received in time is clarified before the work concerned is performed.

For work outside the authorised scope or above the cost limits, your express acceptance of a separate quotation under section 16 is required. Silence in response to a pro forma invoice does not replace that acceptance.

Statutory rights of withdrawal and the separate requirements for an early start remain unaffected.

18. Inspection prices and time-based charges

The following prices apply per device to the agreed technical inspection and fault analysis. Gross prices include 19% VAT; net amounts are stated first. If a different statutory tax treatment applies, the relevant total price is stated before the order is placed.

Inspection group	Net price	Gross price
Standard inverter inspection	EUR 255.00	EUR 303.45
Siemens, RefuSol and AEI outside the following special groups	EUR 300.00	EUR 357.00
Data loggers / Solar-Log	EUR 155.00	EUR 184.45
Central inverters, solar battery storage systems, hybrid inverters and Mastervolt - time-based inspection	At least EUR 650.00	At least EUR 773.50

For the special groups, time-based billing takes priority over the standard and manufacturer flat rates. The minimum charge is not payable in addition to a further inspection flat rate.

The specific hourly rate is agreed before the order according to difficulty and work intensity. It is at most EUR 1,000.00 net (EUR 1,190.00 gross) per working hour.

Each started working hour is charged as a full hour if that billing unit was agreed with the specific price before the order was placed. The minimum charge and time-based charges are not counted twice.

The repair authorised under section 16 is billed according to the services actually performed and agreed. Inspection flat rates already paid are credited in full under section 2 against the actual repair costs for the same device. For time-based inspections, the separate credit described there applies.

A mere cost estimate is distinct from an expressly commissioned, chargeable technical inspection.

Section 16 governs shipping authorisation and cost limits. Other additional costs not already covered by the agreed order are stated and expressly agreed before they are commissioned.