COMPLAINT

CUSTOMER:

☐ Business customer ☐ Private customer

Company:

Last name, first name:

Street:

Postal code, city:

Telephone: Fax: E-Mail:

Please agree return shipment with AEET before sending the device.

AEET r.e GmbH
Lichtenstein 11
D-37581 Bad Gandersheim
Germany

reklamation@aeet24.com

! Please complete legibly and in block capitals !

INFORMATION ON THE INITIAL REPAIR

Date of the initial repair: Invoice number: Project number:

Original error message:

INVERTER DETAILS

Manufacturer: Model:

Serial number:

Current error description:

The terms of the original repair and statutory rights apply to this complaint.
Our Privacy Policy applies in accordance with the GDPR, effective from 25 May 2018, and is available at www.aeet24.com.

Date: Signature:

By signing, I submit this complaint concerning the original repair. Statutory defect claims are handled free of charge as required by law. Any chargeable inspection or repair needs a separate quotation and my express agreement; this signature creates no new paid order. The attached conditions (pages 2-6; price overview on page 5; effective 1 May 2026) concern separately ordered services only. The terms and statutory rights relating to the original repair remain unaffected.

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.

AEET renewable energy GmbH | 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 named in the specific quotation or pro forma invoice before the order is placed. 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. The specific contractor is named in the quotation before the order is placed. The website operator is identified in the legal notice.

2. Inspection order and repair authorisation

A general enquiry is non-binding. A chargeable order requires agreement on the specific device, scope of work and price or method of calculation. An inspection order alone does not additionally authorise a repair.

You may expressly authorise a specified repair in advance for the individual order: for devices weighing under 80 kg, up to EUR 3,570.00 gross (EUR 3,000.00 net); for devices weighing 80 kg or more, up to EUR 5,950.00 gross (EUR 5,000.00 net) per device. The device weight excludes the pallet and packaging. These limits cover repair labour and replacement parts, including disposal of replaced components. Agreed inspection charges and chargeable shipping are additional. Shipping agreed free of charge is shown as EUR 0.00 and is included.

The authorised budget is not a fixed price. Charges cover the agreed services actually payable. No further repair quotation is required within the expressly commissioned scope and budget. If an overrun is foreseeable, or additional work has not been commissioned, you will receive a supplementary quotation before that work is carried out; it will begin only after your express authorisation.

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

3. Pro forma invoice and five working days for objections

If you have already expressly authorised the device, specified repair work and cost limit in advance, AEET may send you a pro forma invoice setting out the planned work and charges before starting the repair. 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 its 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 will be carried out after payment within the advance authorisation already expressly 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 limit. An objection received in time will be clarified before the work concerned is performed.

Without the relevant advance authorisation, or where it would be exceeded, express acceptance is required. Statutory rights of withdrawal and the separate requirements for an early start remain unaffected.

4. 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 prices are also shown. If a different statutory tax treatment applies, the applicable total price will be stated before the order is placed.

Standard inverter inspection: EUR 303.45 gross (EUR 255.00 net)

Siemens, RefuSol and AEI, outside the special groups below: EUR 357.00 gross (EUR 300.00 net)

Data loggers / Solar-Log: EUR 184.45 gross (EUR 155.00 net)

Central inverters, solar battery storage systems, hybrid inverters and Mastervolt: inspection charged by time, at least EUR 773.50 gross (EUR 650.00 net)

For the special groups, time-based charges take priority over standard and manufacturer flat rates. The minimum charge is not added to another inspection flat rate. The specific hourly rate is agreed before the order is placed according to difficulty and work intensity; it is at most EUR 1,190.00 gross (EUR 1,000.00 net) per working hour. Each started hour is charged as a full hour only if that billing unit and its specific price were agreed before the order was placed. The minimum charge and time-based charges are not counted twice.

Any subsequent repair is charged additionally once commissioned. A mere cost estimate is distinct from an expressly commissioned, chargeable technical inspection. Shipping and other agreed additional costs are stated separately before the order is placed.

5. Credit for inspection charges

If the same device is subsequently repaired, the inspection flat rate paid is credited in full against the repair price. For inspections charged by time, the specific credit is stated in the quotation or price breakdown; it is at most EUR 303.45 gross (EUR 255.00 net). Full credit of all time charges or the minimum charge is not promised for these inspections.

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.

6. 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.

7. 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.

8. 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.

9. 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 begins after payment and the required authorisations have been received. An invoice alone does not create an order that was not previously agreed.

The actual agreed remuneration is charged, not automatically the whole authorised budget. Advance payments are credited against amounts payable; overpayments not owed are refunded. Statutory rights concerning defects, retention and refusal of performance remain unaffected.

Once completed, the device is returned using the agreed shipping arrangements. Chargeable shipping is stated and agreed beforehand. Shipping offered free is shown as EUR 0.00. No additional fee is charged for return-shipping packaging already included in the shipping price.

10. Repair not possible and termination

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

On termination before completion, remuneration is calculated under the statutory provisions, particularly section 648 of the German Civil Code (BGB). Work already performed, expenses saved and other earnings that must legally be credited are taken into account. Advance payments are offset and overpayments refunded.

Before receipt of the device, order-related handling payable under these rules may be charged up to EUR 119.00 gross (EUR 100.00 net). This is not a contractual penalty always payable irrespective of effort. You remain entitled to prove that no compensable effort, or substantially less, was incurred. Statutory consumer withdrawal and its financial consequences are governed exclusively by the applicable provisions.

After receipt of the device, work may begin the same day if all order, payment and consumer requirements have been met. Any request to end the work should therefore be communicated promptly. Starting work alone does not remove statutory termination or withdrawal rights.

11. 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.

12. 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.

13. 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.

14. 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.

AEET

Price overview

Effective 1 May 2026 | +49 5382 955979-0 | reparatur@aeet24.com

This overview forms part of the order and must be considered before signing. Amounts match the attached repair conditions. Gross prices include 19% VAT; if a different statutory tax treatment applies, the relevant total price is stated before the order is placed.

Inspection and fault analysis - per device

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

Time-based groups take priority over flat rates. The specific hourly rate is agreed before the order: at most EUR 1,190.00 gross (EUR 1,000.00 net) per working hour. A started hour counts as a full hour only if that billing unit was agreed beforehand. The minimum charge and time-based charges are not counted twice.

Repair authorisation, shipping and credits

Repair budget per device: under 80 kg, up to EUR 3,570.00 gross (EUR 3,000.00 net); 80 kg or more, up to EUR 5,950.00 gross (EUR 5,000.00 net). Weight excludes the pallet and packaging. Agreed inspection and chargeable shipping costs are additional. The budget is not a fixed price; additional work or higher costs require new express authorisation.

Collection and shipping are agreed separately beforehand; shipping agreed free is shown as EUR 0.00. The inspection flat rate is credited in full if the same device is repaired. For time-based inspections, the credit stated in the quotation applies, up to EUR 303.45 gross. No credit applies to replacement or new-device purchases.

Other charges only under the agreed conditions

Case under the conditions	Gross
Before device receipt: handling actually payable, section 10	At most EUR 119.00
Unapproved shipment: necessary additional effort, section 6	At most EUR 238.00
Storage: normal / central or large inverters from 80 kg, section 13	EUR 35.70 / EUR 119.00 per day
Separately commissioned disposal: under 80 kg / 80 kg or more / data loggers, section 14	EUR 101.15 / EUR 178.50 / EUR 59.50

These charges do not arise automatically. Storage requires, in particular, the specific request for cooperation and deadline in section 13; no earlier than day 15. Disposal of an entire device requires a separate authorised instruction. Termination and consumer withdrawal are accounted for under the respective statutory and agreed rules. The conditions, including withdrawal information, continue on page 6.

15. 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.

16. Withdrawal information for inspection and repair services

This information is for consumers whose contracts carry a statutory withdrawal right. Your contact is the company identified before contract conclusion: AEET renewable energy GmbH; AEET Technology GmbH; or 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. The specific company is named in your quotation before contract conclusion.

Right of withdrawal

You may withdraw from the contract within 14 days without giving a reason. The period starts 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 below, but doing so is voluntary. Sending your declaration before the deadline is sufficient.

Consequences of withdrawal

After withdrawal, payments received from you for this contract, including any delivery costs received, are refunded without undue delay and no later than 14 days after receipt of your withdrawal declaration. Additional costs of a more expensive delivery method you selected instead of the least expensive standard delivery offered are excluded. Refunds are free of charge and use the original payment method unless expressly agreed otherwise with you.

If you expressly requested services to begin within the withdrawal period, you owe proportionate compensation for services provided up to withdrawal, subject to the statutory requirements. It is calculated according to the proportion of the agreed total scope already performed; if the total price is disproportionately high, market value applies. No flat cancellation penalty is charged for exercising the statutory right of withdrawal.

17. 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.

18. Separate declaration requesting an early start

If, as a consumer, you wish work to begin within the withdrawal period, you may declare this separately for the specific order in the order form or by email. For example:

I expressly request and consent to the contractor named in my order starting the specifically commissioned inspection or repair services before the withdrawal period expires. I understand that my right of withdrawal expires upon full performance of the contract by the contractor. I have been informed about possible proportionate compensation for services already provided if I withdraw earlier.

Identify the specific order to which the declaration relates. It is not made merely by visiting this website, a preselected option, payment or silence. Without the required declaration, the service concerned will start only after the withdrawal period has expired.