



Authorized Installer Program Terms & Conditions

Effective Date: 3/18/13

1. Authorized Installer Program Overview

- a. SolarWorld will work closely with members of the SolarWorld Authorized Installer network to effectively market and sell SolarWorld products (including SolarWorld Sunkits systems and Sunmodules) for Residential, Light Commercial, and Commercial Applications.
- b. Sunkits systems are complete solar PV systems that are designed and engineered by SolarWorld. The Sunkits product includes Sunmodule panels, Inverters (SolarWorld approved inverters), a professionally engineered racking system, and some additional BOS materials.
- c. SolarWorld will also quote the BOS when Authorized Installer chooses to sell Sunmodule panels.

2. SolarWorld Authorized Installers

- a. Qualified Installers that are accepted into the Commercial and Residential Authorized Installer Program and maintain necessary criteria, will be promoted as SolarWorld Authorized Installers.
- b. SolarWorld will grant limited permission of the use of the SolarWorld Authorized Installer logo to all members that maintain their Authorized Installer status.

3. SolarWorld Marketing

- a. SolarWorld will perform local and national marketing to promote SolarWorld products and its Authorized Installer Network to Light Commercial, Commercial, and Residential Customers.
 - Marketing may include cable TV, radio, print, direct mailers, and internet marketing.
- b. SolarWorld will provide marketing materials to Authorized Installers to facilitate the installers' marketing activities.

4. Authorized Installer Marketing & Promotion

- a. Authorized Installers will actively market and promote SolarWorld PV products including the pronounced display of the SolarWorld Authorized Installer logo.
 - If Authorized Installer promotes other module manufacturers on website, SolarWorld logo must be prominently displayed. If no module manufacturers advertised, SolarWorld logo is not required.
- b. Authorized Installers agree to and promote Sunmodules, Sunkits, Installer Engineered Sunkits, and any other SolarWorld product lines.
- c. All Authorized Installers agree to promote and sell a minimum of the following:
 - Commercial Authorized Installers: maintain a yearly volume run rate of at least 200 kW/year of SolarWorld product.
 - Residential Authorized Installers: maintain a yearly volume run rate of at least 75 kW/year of SolarWorld product.
- d. SolarWorld will consider any exceptions to the above terms on a case-by-case basis.

5. Lead Generation

- a. SolarWorld will market and produce leads in select core markets and these leads may be provided to installers who participate in these markets.
- b. Lead distribution will be determined by installer volume and loyalty, installation quality, customer service ratings, geographic proximity, and installer capacity among other factors.

6. Lead Processing

- a. Installer agrees to quote **ONLY** SolarWorld modules in response to SolarWorld leads. Violation of this requirement will result in immediate removal from our program.
- b. Installer agrees to update the SolarWorld lead portal regularly with lead status.
- c. Installer will make best effort to call residential leads within one hour and agree to call all leads within 24 hours (> 90% expected).
- d. Installer will complete an installation assessment for all customers within a timely manner.
- e. Installer will complete all mandatory information in lead tracking tool following SolarWorld lead tracking guidelines.

7. System Registration

- a. System registration is a stringent requirement of the Authorized Installer Program. It is reciprocally linked to all program benefits and noncompliance will result in program suspension.
- b. Installer will share relevant customer information including:
 - Customer name, address, phone, email, project details (final size, location, etc.), and customer pricing.

8. SolarWorld Authorized Installer Partnership

- a. SolarWorld and Authorized Installers will actively collaborate to effectively increase their sales, however, each company will remain an independent entity.
- b. SolarWorld Authorized Installers agree to fully and openly communicate the independent nature of each company to all customers.

9. Liabilities

- a. Installer will continue to assume all installation liabilities.
- b. SolarWorld will continue to assume all Sunkits and SunModules product liabilities.

10. Installation Quality

- a. Installer agrees to maintain high levels of installation quality.
- b. Installer will follow all local codes.
- c. Installer will also follow SolarWorld best practice guidelines.
- d. All Installer staff performing installations will be trained at least to a minimum level following SolarWorld training guidelines.



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11. Audits

- a. Installer will agree to periodic audits performed by SolarWorld or a third party auditing company. All SolarWorld installations are open to auditing activity.
- b. Installer agrees to allow SolarWorld to contact all Sunkits or Sunmodule customers and any other contact who resulted from a SolarWorld lead.
- c. Guild Quality will provide customer satisfaction surveys for all SolarWorld registered systems and CE Sunkits.

12. Good Business Practices

- a. Installers will be licensed, insured, and have a good standing with the Better Business Bureau (BBB).
- b. Company shall remain in good financial standing.
- c. Professional appearance and excellent customer service is expected.

13. Best Practices

- a. SolarWorld will offer installation and sales best practice

guidelines to its Authorized Installer network. Installers are encouraged to follow SolarWorld best practices.

14. Quarterly Reviews

- a. Quarterly program standing reviews will be performed.
 - Volume rate will be checked via system registration
 - SolarWorld promotion will be checked via website review.
 - Customer service will be checked via Guild Quality review.
- b. Authorized Installers are expected to maintain all program requirements and if installer is found to be in violation of program requirements, membership will be suspended pending review.

15. Modification

- a. These terms and conditions are subject to change without notice.

16. Termination

Authorized Installer Signature & Title

Date