



Management and Control Procedure for Customer Complaints

Zhejiang Aiko Solar Technology Co., LTD



■ Reference for customer complaint

- Warranty
- Product installation manual
- Product technical specifications
- Maintenance manual
- Sales contract

■ Information required for submission

- a) Claimant
- b) Detailed description of the claimant
- c) Supporting materials, including photographs or data
- d) Product number of the modules
- e) Proof of purchase
- f) Module type of the modules
- g) Location of the modules
- h) Other additional information requested by Aiko

■ Multiple Solutions

- Repair
- replace
- refund

Contact Information

- Zhejiang Aiko Solar Technology Co., LTD
- Add: No.655, Haopai Road, Suxi Town, Yiwu, Zhejiang Province, P.R.C
- Email: cs@aikosolar.com
- Website: www.aikosolar.com
- Tel: 4009898618

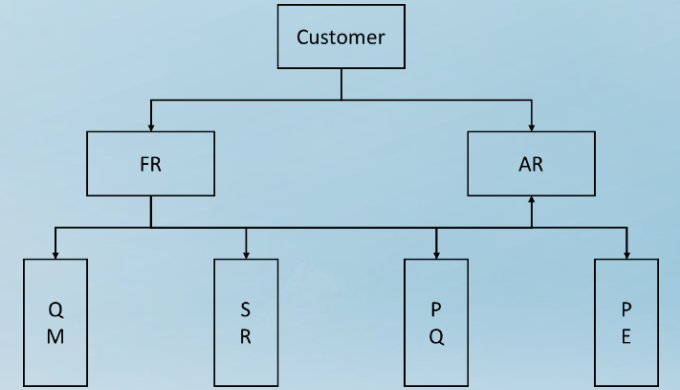
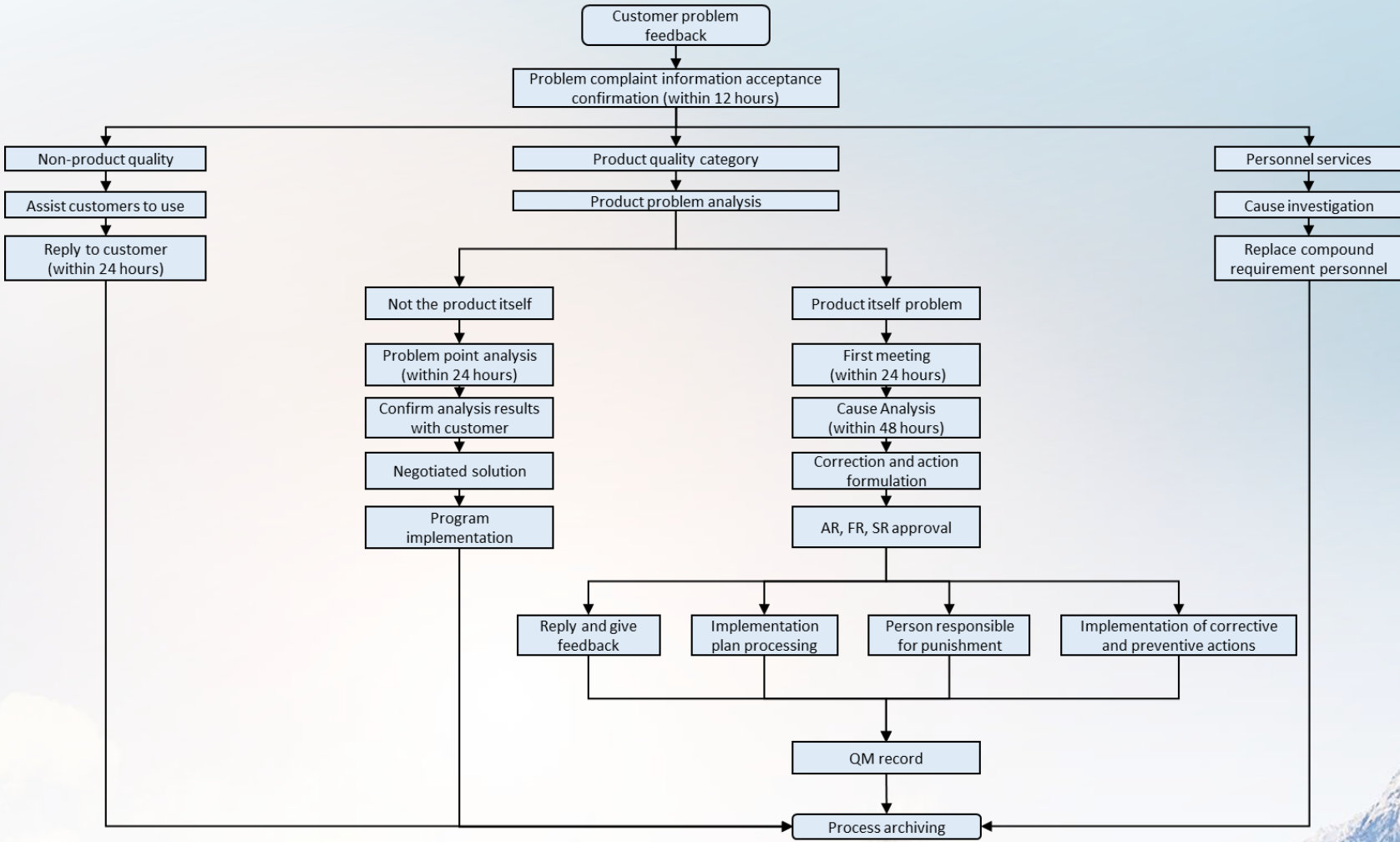
Our Feedback

- Reply customer within **12 hours**
- Customer service staff arrived at the scene within **48 hours**
- Resolve customer issues within **72 hours**
- Provide reason analysis report and responsibility judgment within **15 days**

Multiple Solutions

- Repair
- replace
- refund

Customer Complaint Handling Flowchart



AIKO 

FIND YOUR POWER

