



PV Global GmbH

Customer service - claims - technical review

Documents required for customer service and claims

To allow a prompt and traceable technical review, please provide complete information and clear photo and test documentation. The documents can be submitted through the customer service form on pvglobal.eu.

Important: Complete documentation can speed up the review, but submission or receipt does not constitute acceptance of any statutory warranty, manufacturer warranty or replacement claim. Mandatory legal rights remain unaffected.

1. Customer and purchase details

- Private customer or company; first and last name or company name.
- Email address, telephone number and complete contact address.
- Purchase date, seller/supplier, invoice or order number.
- Exact product designation, power class/model and purchased quantity.

2. Proof of purchase

- Please upload the invoice or another clear proof of purchase. The document must allow the product, purchase date and contractual partner to be identified.

3. Fault and damage description

- What exactly is damaged or not functioning?
- When was the issue first identified?
- How many products are affected?
- Describe the effects, e.g. reduced output, visible damage, glass breakage, frame/backsheet issue or electrical abnormality.

4. Serial numbers

- A serial number is required for every affected product. For multiple damaged products, enter one serial number per line.

5. Test evidence / measurement report

- Please provide traceable test or measurement evidence. Electrical tests must only be carried out by suitably qualified persons in accordance with applicable safety rules.

6. Photo documentation - minimum requirements

At least three separate photos are required for each individual damaged product.

Photo	Required view	Requirement
1	Individual full view	Photograph the entire individual damaged product so it can be clearly identified.

Photo	Required view	Requirement
2	Damage close-up	Close-up of the damaged area; the damage must be clear and in focus.
3	Nameplate / serial number	Serial number and product label must be clearly readable.

For multiple damaged products, additionally required:

One common long-distance/overview photo showing the affected products together. The damaged areas should be visible or clearly attributable wherever possible.

7. File formats and online submission

- Accepted formats: JPG/JPEG, PNG, WEBP and PDF.
- Maximum 8 MB per file. Photos are resized on the server for email delivery.
- The online form can document up to 5 damaged products per case. For larger cases, submit additional cases using the same invoice/order number.
- Files are processed temporarily for email delivery and are not published in the WordPress media library.

8. Before the review is completed

- Do not dispose of, modify or repair damaged products before written approval.
- Keep packaging and relevant markings where possible.
- Always quote the automatically generated case number in follow-up communication.

9. Data protection and legal note

Submitted contact, purchase, product, photo and test data are processed for handling the specific customer-service or claim case. Further information is available in the privacy notice on pvglobal.eu. These documentation requirements support technical and contractual review and do not restrict mandatory statutory rights.

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