GOODWE

ESA PowerUp Cashback Campaign

Frequently Asked Questions (FAQ)



Campaign Period

Apr 1, 2026 - Dec 31, 2026

- **Where to Buy:** Only through a GoodWe Authorized Distributor in your country (reseller purchases are valid if originally supplied by an Authorized Distributor)
- **Eligibility:** Selected battery modules (cashback cumulative for extra batteries)
- **Cashback Payment:** Points will be awarded once your sales claims are approved. These points can then be redeemed for a GoodWe Mastercard® of your chosen value. Following successful KYC verification, the amount entered on the “Load your Card” page will be added to your GoodWe Mastercard® within 3 business days.
- **Membership:** Only GoodWe PLUS+ members can join (easy upgrade available during claim submission)

01 **Who can participate in this campaign?**

Any installer from eligible countries with a SEMS/SEMS+ organization representative account who purchases eligible GoodWe products during the campaign period (from 1 April 2026 to 31 December 2026) can join. Distributors and resellers are not eligible for this campaign.
Don't have a SEMS Installer account? Register here.

Total list of Eligible countries:
Albania, Andorra, Armenia, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom, Vatican City (Holy See).

02 **What is the SEMS (Organization) Code and where do I find it?**
Log in to SEMS+ Portal→ Organization Management → Organization Information
Format: G12345678

03 **What are the valid claim dates?**
From 1st April 2026 to 31 December 2026, no further claims will be able to be made.

04 **How often are points awarded?**
Points will be awarded once your sales claims are approved. With correct claim info and proof of purchase, the points will be awarded immediately.

05 **How long do I have to redeem my points?**
After 31 March 2027, any unused points will expire.

06 **How do I make a sales claim?**
Go to the Claim tab, complete the form as required, and submit your details for verification.

07 **What steps do I need to take for my claim to be approved?**
To ensure your claim is approved, you must:

- Complete all required fields in Profile Page.
- Complete all required fields on the claim form, including purchase details and serial numbers.
- Enter serial numbers in the correct format (18 characters).
- Upload clear Proof of Purchase for each module you are claiming.

Claims missing any of these details may be delayed or rejected.

08 **What happens if I make a sales claim for a module that has already been claimed?**
Your claim will be rejected. Each serial number can only be claimed once.

09 **How long does it take to receive my funds?**
Following a successful KYC verification, the amount you enter in the Load your Card page will be added to the GoodWe Mastercard® within 3 business days.

10 **What is a KYC verification and how can I be verified successfully?**
KYC (Know Your Customer) verification is a standard identity verification process required by financial regulations. It helps ensure that financial products are issued securely and in compliance with regulatory requirements.

To complete the verification successfully, you will need to provide two valid forms of identification, typically including:

- One government-issued photo ID, such as a passport or driver's licence
- One proof of address, such as a recent utility bill or bank statement

Once your documents are reviewed and approved automatically, your verification will be completed and the virtual reloadable GoodWe Mastercard® can be issued.

11 **When will the virtual reloadable GoodWe Mastercard® expire?**
The virtual reloadable GoodWe Mastercard® will be valid for 2 years from issuance.

12 **Can I use the virtual reloadable GoodWe Mastercard® in other currencies?**
The virtual reloadable GoodWe Mastercard® is issued and funded in EUR or GBP. Transactions made in currencies other than EUR/GBP will be converted into EUR/GBP at the exchange rate applied by Mastercard® at the time the transaction is processed.