GoodWe Europe GmbH, Perchtinger Straße 10, 81379 Munich, GERMANY

Contact
Phone: +49 89 7807289-0
Mail: sales.de@goodwe.com
Website: https://emea.goodwe.com

Date: 2026-04-01

GoodWe Installer Cashback Campaign
Terms & Conditions

This campaign (the"Campaign") is offered by GoodWe Europe GmbH ("Campaigner") and applies exclusively to eligible purchases of the specified products between 1/4/2026 and 31/12/2026 for commercial customers (consumer excluded).

- GW5.1-BAT-D-G20, GW8.3-BAT-D-G20, GW6.0-BAT-D-G20, GW9.0-BAT-D-G20: Purchases made between 01/04/2026 and 31/12/2026.
- LX A5.0-30, LX U5.0-30, LX D5.0-10: Purchases made between 01/10/2026 and 31/12/2026.

These Terms and Conditions are drafted in English. In case of any discrepancy between translations, the English version shall prevail. All claims and submissions must be made in English or accompanied by an official translation if required by local law.

1. DEFINITIONS

- **Member Representative** means the GoodWe SEMS/SEMS+ installer organization representative for the installer company participating in the Program.
- **Member** means the installer company participating in the program.
- **Program or Promotion** means GoodWe Installer Cashback Campaign
- **Promoter** means GoodWe Europe GmbH
- **GoodWe Authorized Distributor** means a distributor certified and officially recognized by GoodWe, who sources products directly from GoodWe and is authorized to sell within your country.
- **Standard Points** means points awarded to a Member in the Program for how points are earned. Standard points can be used to redeem in the Reward Catalogue.
- **Program Period** is the time from 1/4/2026 to 31/12/2026
- **Program Website** means the website located at URL: goodwerewards.eu

2. ACCEPTANCE OF TERMS AND CONDITIONS

The information contained on the Program Website and this schedule form part of these terms and conditions.

Registration and participation in the Program means automatic acceptance of the terms and conditions outlined in this schedule.

3. ELIGIBILITY

The Participation in the Program is FREE and open to all eligible Members. To be an eligible Member for the program, a GoodWe SEMS/SEMS+ organizational account must be registered.

The Member account must be managed by the Member Representative - holder of GoodWe SEMS/SEMS+ organizational representative account. The Member Representative must be a verifiable installer in an eligible country (EU member state), aged 18 or older. This Member Representative is responsible for all claims submitted and reward purchases made.

Purchases must be made through a GoodWe Authorized Distributor in the respective country within the campaign period. Equipment purchased through resellers remains eligible, provided the products were originally supplied by a GoodWe Authorized Distributor. All claims may be subject to verification with the distributor and/or reseller.

On the first-time login, members are required to complete their personal profile, including:

i. First name, Last name
ii. Contact e-mail
iii. SEMS/SEMS+ e-mail
iv. SEMS code
v. SEMS company name
vi. Mobile Phone Number
viii. Country
ix. Address
x. Postcode
xi. **Consent** to automatic GoodWe PLUS+ membership enrollment and local newsletter subscription in compliance with applicable data protection and privacy laws (GDPR in EU)

For the first redemption of the Reloadable Mastercard, members are required to complete a Know Your Customer (KYC) verification process. As part of this process, two forms of valid identification are required (e.g. License/Passport and Utilities Bill). Failure to successfully complete the KYC verification may result in the inability to issue the Reloadable Mastercard. Please note that the Reloadable Mastercard is issued by AF Payments Limited and is subject to “Your GoodWe Account and/or Mastercard Card Terms and Conditions”.

Eligible countries are 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). Please note the following regarding non-EU countries: Claimants in Albania, Andorra, Armenia, Azerbaijan, Bosnia and Herzegovina, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Montenegro, North Macedonia, Norway, San Marino, Serbia, Switzerland, Turkey, United Kingdom, Vatican City (Holy See) remain eligible; however, local banking, tax, and regulatory requirements may differ. Claimants are responsible for compliance with applicable local laws, including tax and banking obligations.

4. ELIGIBLE PRODUCTS AND CASHBACK AMOUNTS

Product Model	Type	Points Value	EUR Value	GBP Value
GW5.1-BAT-D-G20	Battery Module	80	80	70
GW8.3-BAT-D-G20	Battery Module	80	80	70
GW6.0-BAT-D-G20	Battery Module	80	80	70
GW9.0-BAT-D-G20	Battery Module	80	80	70
LX A5.0-30	Battery Module	80	80	70
LX U5.0-30	Battery Module	80	80	70
LX D5.0-10	Battery Module	80	80	70

5. CLAIM SUBMISSION

Claims must be submitted via the official campaign portal no later than 31/12/2026.

Purchases must be made through a GoodWe Authorized Distributor in your country within the campaign period. Equipment purchased through resellers remains eligible, provided the products were originally supplied by a GoodWe Authorized Distributor. All claims may be subject to verification with the distributor and/or reseller.

Standard Points are awarded to Member Representative. Standard points are not awarded to the Promoter Distributor or Reseller Organization.

- Each claim must include:
  i. Purchase date
  ii. Model types of claimed products
  iii. Serial numbers of claimed products
  iv. Authorized distributor/reseller name
  v. Proof of purchase
- Only one claim per eligible product will be accepted; duplicate claims will be disqualified

Promoter reserves the right to reclaim and/or recover any points or equivalent cash value of rewards in the case of overstatement of sales or performance.

Members will not be able to backdate points for purchases outside the above periods. Promoter will be the final authority with respect to the above and no correspondence will be entered into.

In the case of missing Promoter sales data in the Program, Promoter Rewards may consider manually reprocessing identified missing sales data. The missing sales data must be identified by the affected Member with Promoter Invoice or authorized Distributor Invoice information as proof of purchase. All missing data reprocessing requests must be submitted within 60 days of the invoice date of the affected sales.

Promoter will not be responsible for performance that is detrimentally affected by product availability for any reason.

Promoter may rescind eligibility for rewards in any of the following circumstances:

i. If there were any stock adjustments or credits which would have altered original eligibility for rewards
ii. If any Member claims credit for sales made by another person or company.

6. REWARD REDEMPTION

The rewards available at any time are set out on the Program Website and can only be redeemed via the Program Website.

Rewards and products are subject to availability. The Promoter reserves the right to change the products, rewards and points required at any time. Reward point values are set by the Promoter and may not be altered.

The Promoter may, for any reason and in its sole and absolute discretion, substitute any reward for a reward which the Promoter determines to be of equal or approximately equal monetary value.

A Member may only claim a reward if they have sufficient points at the time of the claim.

Any dispute concerning rewards received under the Program will be settled between the Member and the supplier that supplied the reward. The Promoter and its agents will take no responsibility for resolving such disputes or for the dispute itself.

The Promoter is not responsible for delays or failures in payment caused by banking institutions, intermediary banks, or incorrect/incomplete bank details provided by the claimant.

Members are solely responsible for any local tax obligations arising from cashback payments.

Rewards are not exchangeable for other rewards, refundable, replaceable or transferable for cash or credit under any circumstances. Redemptions cannot be cancelled or changed once they have been made.

If the Member is unable or unwilling for any reason to redeem or otherwise accept a Reward, that Member will not receive the reward and such reward will be deemed forfeited without recourse to the Promoter.

No cash payment will be given for any unused Points.

The Promoter will have the final decision should any disputes over points, reward redemptions and awarding arise.

Members of this program can claim rewards by logging onto goodwerewards.eu and navigating to the rewards redemption area at any time during the duration of the program however all rewards must be redeemed within one (1) month of the conclusion of the program.

7. SUSPENSION, CANCELLATION OR VARIATION OF THE PROGRAM AND MEMBER PARTICIPATION

Promoter may terminate a Member's ability to participate in the Program without notice for any reason including, without limitation if the Member:

- Fails to comply with these Program Terms and Conditions;
- Abuses any privilege accorded to the Member under the Program;
- Supplies any misleading information or makes any misrepresentations to the Promoter;
- The Promoter may discontinue the Program at any time at their discretion without prior notice. The Promoter will not be liable for the suspension or termination of the Program on any Program Account whatsoever including (without limitation) for any points balance in a Members account at the time of suspension or termination;
- Any Member Representative who leaves an employer during the course of the program will have 30 days from the date of termination to claim their Standard Points or Standard Points will be forfeited;
- A Member may terminate their participation in the Program at any time by giving written notice to the Promoter;
- Promoter reserves the right to add to, vary, cancel or revoke the program in whole or in part, or vary the program period, if it deems any future circumstances warrant such a decision without notice up to 90 days. Promoter will be the final authority with respect to interpretation of the program rules including final review and reward eligibility, eligibility for Promoter Rewards promotional trips and no correspondence will be entered into.

8. POINTS EXPIRY

All points in the Program will expire on 31 March 2027 if not redeemed.

It is the responsibility of the Member to be aware and manage their points and any point expiry. Expired points cannot be renewed or reactivated to the account.

Expiring points cannot be transferred to other accounts and are to remain in the reward account where the points where earned.

9. FRAUD, MISUSE, AND VERIFICATION

The Promoter reserves the right to verify all claims and supporting documentation.
Claims found to be fraudulent, incomplete, or otherwise non-compliant will be rejected without payment.
The Promoter may pursue legal action for fraudulent claims.

Products for which a cashback claim has been approved are considered final sale and cannot be returned except as required by applicable law.

10. DATA PROTECTION

Personal data submitted will be processed in accordance with GoodWe's Privacy Policy (**Data Protection Statement**) and applicable GDPR requirements. Data will be used solely to administer the campaign.

11. DISCLAIMERS

The Promoter and its agents:

- Make no express or implied warranty or representation in connection with the rewards (including with respect to type, quality, and standard of fitness for any purpose);
- Are not liable for any loss Members suffer (including consequential loss) arising in connection with reward (including a failure to provide a reward, its loss, theft or destruction);
- Are not liable for any loss Members suffer (including consequential loss) in connection with the Promoter or its agents' negligence or their breach of a term, warranty or condition in relation to the program;

Where the Promoter and its agents are liable for a breach of these Terms and Conditions, then their liability will exclude an indirect or consequential loss a Member may suffer.

The Promoter and its agents liability is limited to:

- Where the reward constitutes goods, replacement or repair of the goods or payment of the cost of replacing or repairing the goods;
- Where the reward constitutes a service, supplying the service again or payment of the cost of having the service supplied again;
- Rewards may only be returned if damaged during delivery or faulty. If a reward is covered by a manufacturer's warranty and requires service, a Member has to contact the manufacturer named in the warranty information;

The Promoter's and its agent's failure to enforce a term of these terms and conditions does not mean a waiver of them.

12. CHANGES TO THESE TERMS AND CONDITION

The Promoter may change these terms and conditions at any time. Members agree that they are bound by any change when they first register into the Program. Changes may include, but are not limited to, the following:

- The rewards available;
- The way Members earn points;
- The way Members can redeem points;
- The number of Points required to obtain a reward;
- The number of Points awarded and Point conversion rates;

- The way points are accrued in each account and for the period of time points can be redeemed
- Any promotion, events and trip details.

13. GOVERNING LAW AND JURISDICTION

These terms are governed by the laws of Germany. Any disputes will be subject to the exclusive jurisdiction of the local courts of Munich.