

# GoodWe Installer Cashback Campaign

## Frequently Asked Questions (FAQ)



### Campaign Period

Oct 1, 2025 - Mar 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:** Inverter + at least one battery (cashback cumulative for extra batteries)
- **Cashback Payment:** Paid by bank transfer, usually by the 15th of the next month after successful verification
- **Membership:** Only GoodWe PLUS+ members can join (easy upgrade available during claim submission)



**01** What is the campaign period?

The campaign runs from **October 1, 2025 to March 31, 2026**.

**02** Do I need to buy directly from a GoodWe Authorized Distributor?

Yes, all purchases must come from a **GoodWe Authorized Distributor** in your country during the campaign period.

**03** Do inverters alone qualify?

No, at least **one battery must be purchased with the inverter**.

**04** How long does it take to receive cashback?

Cashback is usually paid **by the 15th of the next month** following successful verification.

**05** Do my purchases and claim need to be within the campaign period?

Yes. Only products purchased between **October 1, 2025 and March 31, 2026** are eligible for cashback.

All claims must also be submitted **no later than March 31, 2026**.

**06** Can I add more batteries?

Yes, and cashback is cumulative – the more batteries you add, the more cashback you receive.

**07** What if I bought through a reseller?

That's fine – purchases through resellers are still eligible as long as the products were originally supplied by a GoodWe Authorized Distributor.

**08** Will my claim be checked?

Yes, claims may be subject to **verification with the distributor and/or reseller**.

**09** How can I confirm if my distributor is authorized?

Please contact your **regional GoodWe sales** for confirmation. Contact our team [here](#).

**10** What is the SEMS Organization Code and where do I find it?

Log in to the [SEMS Portal](#) → **Settings** → **My Account or Management** → **Organization Info**.

Format: **G12345678**.

**11** I don't have a SEMS Installer account. What should I do?

[Register here](#) to create one.

**12** I have a SEMS account with my email but can't find an Organization Code. Why?

This means you have an **end-user account**. Please contact our **After Sales team** to delete this account or create a new installer account.

**13** Do I need to be a GoodWe PLUS+ member?

Yes. If you're not yet a member, you can easily upgrade by giving consent in the claim form during this campaign.

**14** Do I need to install the product to get cashback?

No, proof of purchase is enough.

**15** Can I submit multiple claims?

Yes, as long as each claim includes valid proof of purchase.

**16** How does the verification process work?

Our team checks your purchase proof, serial numbers, and SEMS details. Verification usually takes around **one week**.

**17** How will I receive my cashback?

Cashback is paid via **bank transfer** to the **company bank account** you provide.