



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.