



Terms of Service, Sales & Policy Document

Covering: Online Purchase | Installation | Repairs & Maintenance | Warranties

Effective Date: April 27, 2026 | Version 1.0

These Terms of Service and Policy ("Terms", "Agreement", or "Policy") govern your relationship with Imprints Corporations Energy ("Imprints Co. Energy", "we", "us", or "our") and apply to all purchases, service engagements, installations, repairs, maintenance contracts, and interactions conducted through our website at www.imprintscoenergy.com or through any other channel. By placing an order, requesting a quote, booking a service, or otherwise engaging with us, you ("Customer", "Client", or "you") confirm that you have read, understood, and agreed to be bound by these Terms in full.

If you do not agree with any part of these Terms, you must not use our services or website. We reserve the right to update these Terms at any time, and continued use of our services after any update constitutes acceptance of the revised Terms.

1. Company Information

Company Name: Imprints Corporations Energy (Imprints Co. Energy)

Registered Address: Plot 100 Area W Portharcourt Road, New Owerri, Owerri, Imo State, Nigeria

Primary Phone: 0813 676 0414

Secondary Phone: +234 811 878 7946

Email: info@imprintscoenergy.com

Website: www.imprintscoenergy.com

Social Media: @imprints_co_energy (Instagram) | Imprints Co. Energy (Facebook)

Imprints Co. Energy is a renewable energy company providing sales, installation, repairs, maintenance, training, and advisory services for solar power systems, inverter systems, smart home solutions, CCTV installations, and related energy technologies.

2. Scope of Services

Imprints Co. Energy offers the following services, which are each governed by the relevant sections of this document:

- Solar energy system sales (residential and commercial packages)
- Professional solar panel and inverter installation
- System repairs and technical fault-resolution
- Scheduled and on-demand maintenance
- Solar as a Service (SaaS) — buy/sell energy units
- Pay Small Small — flexible installment payment plans
- Smart home integration and internet services (CoNet)
- Solar engineering training and certification programmes
- Energy audits and load assessments
- CCTV and security system installation

Any service not listed above will be governed by a separate written agreement between the company and the client.

3. Online Purchase Policy

3.1 Order Placement

Orders may be placed directly through our website packages page, via our Get a Quote form, or by contacting us directly via phone or email. All purchases are subject to availability of stock and confirmation by our sales team.

3.2 Pricing

All prices displayed on our website are listed in Nigerian Naira (NGN) and are inclusive of applicable VAT unless otherwise stated. Prices are subject to change without prior notice due to exchange rate fluctuations, manufacturer price adjustments, or market conditions. The price applicable to your order will be confirmed at the time of quotation or order confirmation.

- Package prices begin from ₦650,000 (Cosmic Lite) and vary by specification.
- Commercial and custom system pricing is provided on request after an energy audit.
- Installation charges are included in quoted package prices unless explicitly stated otherwise.
- Logistics which covers transportation is billed separately depending on client's location.
- Additional civil works (roofing, cabling beyond standard scope) are billed separately.

3.3 Order Confirmation

An order is not confirmed until you receive a written or electronic Order Confirmation from Imprints Co. Energy, and a deposit payment has been received. We reserve the right to cancel or modify an order before confirmation without liability.

3.4 Payment Terms

We accept the following payment methods:

- Direct bank transfer to designated Imprints Co. Energy bank accounts
- Online payment via payment gateways integrated on our website
- Mobile money transfers (as made available from time to time)
- Structured installment payments under the Pay Small Small plan (subject to a separate payment schedule agreement)

Full payment or an agreed minimum deposit must be received before any installation work commences. Failure to complete payment as agreed may result in suspension or cancellation of services and forfeiture of any non-refundable deposits.

3.5 Pay Small Small (Installment Plan)

Our Pay Small Small plan allows customers to pay for solar solutions in scheduled installments. The following conditions apply:

- A minimum deposit (as agreed at the time of sale) is required before equipment is procured or installation scheduled.
- The full payment schedule, including due dates and amounts, will be outlined in a separate Pay Small Small Agreement signed by both parties.
- Failure to meet two or more consecutive installment payments may result in suspension of service, repossession of equipment, or termination of the agreement.
- Repossessed equipment may not be refunded, and the client remains liable for any outstanding balance.
- Interest may be applied to overdue balances at a rate specified in the installment agreement.

3.6 Cancellations & Order Modifications

Cancellations made before equipment procurement or installation has commenced may attract an administrative charge of up to 10% of the order value. Cancellations after equipment has been procured are non-refundable on the cost of goods. Order modifications are subject to re-quotation and any price difference will be charged or refunded accordingly.

3.7 Refund Policy

Refunds are considered under the following conditions:

- If Imprints Co. Energy is unable to fulfill a confirmed order, a full refund of amounts paid will be processed within 14 working days.

- If faulty or non-conforming equipment is delivered and confirmed by our technical team, a replacement or refund will be offered at our discretion.
 - Refunds will not be issued for equipment that has been installed and is functioning as specified.
 - Refunds due to customer-initiated cancellation after procurement will cover only the service portion, less any administrative or restocking fees.
 - All refunds are processed to the original payment channel within 7–21 working days.
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4. Installation Policy

4.1 Pre-Installation Requirements

To ensure a smooth installation, the customer agrees to:

- Provide accurate site information during the energy audit and load assessment phase.
- Ensure that the installation site is accessible, safe, and ready for work on the scheduled date.
- Secure any necessary landlord or building authority permissions required for roof mounting, wiring, or structural modifications.
- Ensure that electrical infrastructure (distribution boards, existing wiring) meets minimum safety standards. Imprints Co. Energy may decline to install if the existing infrastructure poses a safety risk.

4.2 Installation Timelines

Estimated installation timelines are provided in good faith and are subject to the availability of equipment, weather conditions, site readiness, and personnel scheduling. Delays caused by factors outside our control do not constitute a breach of contract. We will communicate any anticipated delays promptly.

4.3 Site Safety & Access

Our engineers are entitled to a safe working environment. Imprints Co. Energy reserves the right to suspend or reschedule installation if the site conditions are deemed unsafe. Any work requiring shutting down of electrical systems will be carried out with the client's prior consent.

4.4 Post-Installation Handover

Upon completion of installation, a commissioned system will be handed over to the client. The handover includes:

- Basic user training on system operation and safety
- Documentation of system components and specifications
- Activation of monitoring tools where applicable
- Registration into our after-sales support system

5. Repairs & Maintenance Policy

5.1 Repair Request Process

Customers may submit repair requests through any of the following channels:

- Online: via the Repairs page at www.imprintscoenergy.com/repair-and-maintenance/
- Repair Tracking Portal: track.imprintscoenergy.com (Track Repairs)
- Phone: 0813 676 0414 or +234 811 878 7946
- Email: info@imprintscoenergy.com
- WhatsApp: 0813 676 0414

Upon submission, a unique Repair Request ID will be assigned. Customers can track the status of their repair in real-time using the Track Repairs portal on our website.

5.2 Diagnosis & Assessment

All repair requests begin with a technical diagnosis. Depending on the fault type and location, this may be conducted remotely (via our monitoring system) or through a physical site visit. A diagnosis fee may apply for out-of-warranty repairs; this fee will be communicated to the customer before any site visit. The diagnosis fee may be waived or credited against the final repair cost upon the customer's agreement to proceed with repairs.

5.3 Repair Timelines

Standard repair turnaround times are as follows:

- Remote diagnosis: within 24 hours of request
- Physical site visit scheduling: within 48–72 hours (subject to location and engineer availability)
- Component replacement repairs: dependent on part availability, typically 3–10 working days
- Complex system overhauls: will be communicated on a case-by-case basis

Imprints Co. Energy will provide regular status updates throughout the repair process. Timelines may be extended due to scarcity of replacement parts or unforeseen technical complexity.

5.4 Repair Charges

Repair costs consist of labour charges and the cost of replacement parts where applicable. A repair quote will be provided to the customer for approval before any work commences. Approval may be given verbally, via WhatsApp, email, or through the repair tracking portal. Imprints Co. Energy will not proceed with chargeable repairs without prior customer authorisation.

The following repairs may be carried out at no charge:

- Repairs covered under an active product or installation warranty (see Section 6).
- Repairs resulting from installation errors by our engineers.
- Scheduled maintenance checks included in an active Maintenance Contract.

5.5 Maintenance Plans

We offer scheduled maintenance plans for customers who wish to protect their investment and extend system lifespan. Maintenance plans include:

- Periodic system health checks (quarterly or bi-annually, depending on plan)
- Panel cleaning and mount inspection
- Battery health testing and electrolyte top-up (where applicable)
- Inverter and charge controller performance review
- Wiring and connection integrity checks
- Monitoring system calibration and review

Details, pricing, and terms of maintenance plans are contained in a separate Maintenance Service Agreement entered into between the customer and Imprints Co. Energy.

5.6 Third-Party Tampering

Imprints Co. Energy will not be liable for system failures or damage resulting from unauthorised modifications, repairs, or tampering carried out by a third party not authorised by us. Warranty coverage (where applicable) will be voided upon evidence of third-party tampering. Customers are advised to contact us before engaging any external technician on a system installed or maintained by Imprints Co. Energy.

5.7 Emergency Support

For emergency system failures (total loss of power supply to critical systems), customers may escalate repair requests by calling our support lines directly. We will make every reasonable effort to dispatch a technician or provide remote resolution guidance within the shortest possible time, subject to engineer availability.

6. Warranty Policy

6.1 Product Warranty

All solar panels, inverters, batteries, and related equipment supplied by Imprints Co. Energy are covered by the manufacturer's warranty. Warranty periods vary by product and manufacturer:

- Solar Panels: typically 10–25 years (performance warranty) and 10 years (product warranty), as specified by the manufacturer.
- Lithium Batteries: typically 3–5 years, subject to manufacturer terms.
- Lead-Acid Batteries: typically 12–18 months, subject to manufacturer terms.

- Inverters & Charge Controllers: typically 1–2 years, subject to manufacturer terms.

Customers will receive product documentation outlining applicable warranty terms at the time of installation handover. Warranty claims are processed through Imprints Co. Energy, who will liaise with the manufacturer on the customer's behalf where required.

6.2 Installation Warranty

Imprints Co. Energy provides a 12-month installation warranty covering defects in workmanship or installation errors. This warranty is voided by:

- Unauthorised modifications or repairs by third parties.
- Physical damage caused by the customer or external events (flooding, vandalism, lightning, etc.).
- Failure to maintain the system as advised at handover.
- Overloading the system beyond its rated capacity.

6.3 Warranty Claims

To initiate a warranty claim, the customer must contact Imprints Co. Energy through any official channel (Section 5.1) and provide their installation details, system documentation, and a description of the fault. A technical assessment will be carried out. If the fault is confirmed to be covered under warranty, repair or replacement will be carried out at no charge to the customer.

7. Solar as a Service (SaaS) Policy

The Solar as a Service offering enables customers to buy or sell energy units based on real-time consumption without the need to own a solar system outright. The following terms apply:

- SaaS customers enter into a separate Solar as a Service Agreement with Imprints Co. Energy detailing energy unit pricing, billing cycles, consumption thresholds, and termination conditions.
- Equipment deployed under SaaS remains the property of Imprints Co. Energy unless explicitly transferred.
- The customer is responsible for safe access to equipment installed on their premises.
- Energy credits, unit balances, and billing disputes must be raised within 30 days of the relevant billing period.
- Early termination of a SaaS agreement may attract a penalty as specified in the SaaS Agreement.

8. Training Policy

Imprints Co. Energy offers solar engineering training through our annual Solar Engineering Bootcamp and other training programmes. The following terms apply:

- Enrolment is subject to the availability of training slots and confirmation of registration.
 - Training fees are payable in advance. The schedule of fees will be communicated at the time of enrolment.
 - Cancellations made more than 7 days before a training commencement date may attract a partial refund less administrative costs. Cancellations within 7 days of commencement are non-refundable.
 - Imprints Co. Energy reserves the right to reschedule or cancel a training session due to insufficient enrolment or force majeure. In such cases, enrolled participants will be offered a full refund or placement in the next available session.
 - Certification is awarded upon successful completion of all modules and assessments. Imprints Co. Energy's assessment decisions are final.
 - Training materials provided are for participants' personal use only and may not be reproduced or distributed without written consent from Imprints Co. Energy.
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9. Customer Obligations

By engaging our services, you agree to:

- Provide accurate, complete, and truthful information for the purpose of system design, energy audits, and service delivery.
 - Ensure timely payment of all agreed fees, deposits, and installments.
 - Provide safe and adequate access to your premises for installation, maintenance, or repair activities during agreed working hours.
 - Not tamper with, modify, or allow a third party to modify any system installed or maintained by Imprints Co. Energy without prior written consent.
 - Operate the installed system within the capacity and usage guidelines provided at handover.
 - Report faults promptly through official channels rather than attempting self-repair.
 - Treat our engineers and support staff with respect and provide a safe working environment.
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10. Limitation of Liability

To the maximum extent permitted by applicable Nigerian law:

- Imprints Co. Energy shall not be liable for any indirect, consequential, special, or incidental losses arising from the use or failure of any product or service, including loss of business, loss of income, or loss of data.
 - Our total liability for any claim arising from a single transaction or service engagement shall not exceed the total amount paid by the customer for that specific product or service.
 - We are not liable for system failures or damage caused by extreme weather events, natural disasters, power surges from the national grid, flooding, or other events beyond our reasonable control (force majeure).
 - Customers are advised to insure their solar systems and equipment against risks such as fire, theft, and natural disasters through a reputable insurer.
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11. Privacy & Data Policy

Imprints Co. Energy collects personal information (name, address, phone number, email, energy usage data) for the purpose of service delivery, customer support, billing, and communication. We are committed to protecting your personal data and will not sell or share it with third parties for marketing purposes without your consent.

Data collected is used solely for:

- Processing and fulfilling orders and service requests.
- System monitoring and performance reporting (where monitoring is active).
- Sending service-related notifications, updates, and invoices.
- Compliance with legal and regulatory obligations.

You have the right to request access to, correction of, or deletion of your personal data held by us. For data-related requests, contact us at info@imprintscoenergy.com. For full details, please see our Privacy Policy available at www.imprintscoenergy.com/privacy-policy/.

12. Intellectual Property

All content on the Imprints Co. Energy website, including text, graphics, logos, images, software tools (including the Load Assessment Calculator), and training materials, is the intellectual property of Imprints Co. Energy or its licensors. You may not reproduce, distribute, or use any such content for commercial purposes without our express written permission.

13. Dispute Resolution

In the event of any dispute arising from these Terms or any transaction with Imprints Co. Energy, the parties agree to:

- First attempt to resolve the matter amicably through direct communication, with any complaint submitted in writing to info@imprintscoenergy.com or via WhatsApp to +234 811 878 7946.
 - If resolution is not achieved within 21 days, the matter may be referred to mediation by a mutually agreed mediator.
 - If mediation fails, the dispute shall be submitted to the jurisdiction of the courts of Imo State, Nigeria, and Nigerian law shall govern this Agreement.
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14. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria. Any applicable consumer protection regulations, including those administered by the Federal Competition and Consumer Protection Commission (FCCPC), shall apply to the extent relevant.

15. Amendments to These Terms

Imprints Co. Energy reserves the right to modify these Terms at any time. Updated Terms will be published on our website with a revised effective date. For existing contracts, changes will be communicated to affected customers at least 14 days before taking effect. Continued use of our services after the effective date constitutes acceptance of the updated Terms.

16. Contact & Support

For all enquiries, service requests, complaints, or feedback relating to these Terms, please contact us through any of the following:

Phone: 0813 676 0414

Email: info@imprintscoenergy.com

WhatsApp: 0813 676 0414

Website: www.imprintscoenergy.com

Office Address: Plot 100 Area W Portharcourt Road, New Owerri, Owerri, Imo State, Nigeria

Office Hours: Monday – Friday: 8:00 AM – 5:00 PM

By engaging Imprints Co. Energy's services, you acknowledge that you have read, understood, and agreed to these Terms & Policy in full.

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