Anker SOLIX Payment Processing Acknowledgment

By placing the order and completing your payment, you acknowledge and agree to the following.

1. Roles of the Parties

1.1 Anker SOLIX — Payment Processor Only. Anker SOLIX Limited is not an electrical contractor, installer, or installation service provider of any kind. Anker SOLIX's role is to process your payment as an authorized payment processor in connection with the Service Manager and its assigned Electricians. All installation services are provided exclusively by the Service Manager and the Electricians under a separate agreement to which Anker SOLIX is not a party. Anker SOLIX bears no responsibility or liability of any kind for any installation work or any aspect of the installation service, including but not limited to workmanship, safety, scheduling, permitting, code compliance, warranty, quality, timeliness, outcome, any acts or omissions of the Service Providers, any property damage or personal injury arising from installation, or any disputes between you and the Service Providers.

1.2 Service Manager — [Faith Pro Service, Inc.] is Anker SOLIX's contracted installation service partner for certain orders. The Service Provider is responsible for coordinating the delivery of your installation service, including scheduling, written communications (such as quotation confirmations and invoices), and order administration. The Service Manager works with a network of independent licensed electricians to fulfill installation services.

1.3 Licensed Electrician. The Electrician is a licensed electrical contractor assigned to your order by the Service Manager. The licensed electrical contractor or electrician assigned to your order (the "Electrician") is an independent contractor who will conduct your property assessment and perform the physical installation work.

2. Anker SOLIX Collects Your Service Fee as Payment Processor; the Final Amount May Vary

The amount you are paying now is a service fee collected by Anker SOLIX on behalf of the Service Manager and its Electricians. **It is not the final installation price. The total and final cost of your installation will be determined by the Service Manager and Electrician after an on-site or virtual assessment of your property.** The final amount payable will be stated on the Service Manager or the Electrician's invoice, which shall be controlling and binding. You understand and agree that the final cost may exceed the service fee amount paid at checkout.

3. Payment Structure and Invoicing

3.1 What Your Service Fee Covers

The service fee covers standard installation only, as described on the applicable product page or checkout page at the time of your order. Standard installation scope varies by product and configuration:

- Anker SOLIX Power Dock — Partial Home Backup: Installation of one (1) Power Dock as an integrated unit (combiner box + upper panel together, not separated), as a subpanel within two (2) feet of the existing electrical panel or load center. Up to eight (8) eligible smart circuit load transfers included. PV and generator circuits not included. A 240V circuit counts as two (2) circuit load transfers.
- Anker SOLIX Power Dock — Whole Home Backup: Installation of one (1) Power Dock as an integrated unit (combiner box + upper panel together, not separated), configured as the main service entrance panel within two (2) feet of the existing electrical panel or load center. No smart circuit load transfers included. (Not supported for main service entrance ratings greater than 200A, meter-main combination panels, or other specific site conditions.)
- Anker SOLIX Smart Inlet Box: Installation of one (1) Smart Inlet Box within two (2) feet of the existing electrical panel or load center, provided at least four (4) available circuit spaces exist.
- Anker SOLIX Home Power Panel: Installation of one (1) Home Power Panel within two (2) feet of the existing electrical panel or load center.

Regional Pricing Adjustment. High-cost regions (including but not limited to WA, MA, NYC, the Washington D.C./Maryland/Virginia area, and Northern California) may be subject to a regional pricing adjustment above standard-region pricing. This applies to the service fee only and does not include any additional out-of-scope costs.

3.2 Costs Not Covered by Your Service Fee

The following are not included in the service fee. Where applicable, the Service Manager or the Electrician will quote these separately, confirm them to you in writing by email, and obtain your approval before any such work begins:

- Additional wiring, materials, or labor for installation more than two (2) feet from the existing panel or load center
- Separated installation of the Power Dock upper panel and lower combiner box
- Smart circuit load transfers beyond the standard installation coverage
- Permit application fees, engineering design, system diagrams, or PE-stamped drawings (unless expressly included in a permit service fee paid at checkout)
- Utility coordination, disconnect/reconnect, meter work, or service upgrades
- Any AHJ- or utility-required items, including but not limited to overcurrent protection devices, outdoor disconnects, EPO devices, fire-rated gypsum board, bollards, sprinkler systems, signage,

labeling, or other equipment, materials, or modifications required for permit approval, inspection, or utility interconnection

- Existing electrical panel upgrades, replacements, or modifications
- Correction of pre-existing code violations, unsafe conditions, or non-compliant site conditions
- Structural or cosmetic work: drywall, painting, trenching, roofing, concrete, landscaping, or other non-electrical work
- Expedited, after-hours, return-trip, or reinspection fees
- Travel costs outside the Electrician's standard service area
- Anker SOLIX Smart Generator 5500 setup, installation, or commissioning

3.3 Reference Pricing for Common Additional Costs

For reference only. Actual charges vary by region, site conditions, and project complexity. All additional charges will be confirmed to you in writing by the Service Manager or the Electrican before work begins.

Typical Additional Cost Item	Reference Price
Additional wiring distance beyond two (2) feet from the existing electrical panel or load center	Approximately $500 per 5 feet
Additional eligible non-PV and non-generator smart circuit load transfer outside the standard installation coverage, if technically feasible and approved by the Electrician. A 240V circuit will be counted as two (2) circuit load transfers.	Approximately $75 per circuit
Adding a new subpanel, depending on subpanel size, load requirements, and the number of circuits to be transferred	Approximately $2,000–$5,000
Adding a physical disconnect switch, emergency power-off (EPO) device, or other AHJ-required safety device, depending on site conditions and local requirements	Approximately $400–$1,400

3.4 Permit Service Fee

A separate Permit Service Fee SKU is available for purchase at checkout for a standard amount of $500. This $500 amount is a fixed upfront fee and **does not represent the total or final cost of permitting service in your area.** You acknowledge that the actual total cost of permitting service may be higher than $500 depending on your jurisdiction, and that you will not know the full amount at the time of checkout.

The $500 permit service fee covers government fees, permit application support, paperwork filing, and inspection coordination. Engineering design, system diagrams, and PE-stamped drawings are not included unless expressly stated. Permit service does not guarantee permit, inspection, or utility approval. Where actual permit service costs exceed the amount paid at checkout, the Service Manager or the Electrician will notify you in writing before any additional work proceeds, and you will be responsible for the difference payable directly to the Electrician upon invoice.

Potential permit service and system diagram fee reference structure:

Regional Adjustment	Reference Price (Permit & Diagram Included)
California, except for higher-complexity jurisdictions listed below	Approximately $1,000
Massachusetts; Northern California including Bay Area, Napa, and Santa Rosa; Southern California including Orange County, City of Menifee, and LA City Fire Department jurisdiction	Approximately $1,500
NYC Fire Department jurisdiction, California Riverside County Department of Building and Safety jurisdiction	Approximately $2,500

The above permit service fee structure is for reference only and may vary depending on local requirements, AHJ process, utility requirements, engineering requirements, and actual project complexity.

3.5 Approval Required Before Additional Work

If the Service Manager determines that additional charges apply beyond the standard scope, you will receive a written final quotation by email before any additional work begins. No additional work will commence without your written or electronic approval.

3.6 Final Invoice

The final invoice for your installation service, reflecting the total and final installation cost, shall be issued directly to you by the Service Manager or the Electrician. The invoice shall clearly state the total cost, the service fee already paid, and the remaining balance due. Anker SOLIX is not the invoicing party and does not issue any invoice for installation services.

3.7 Merchant of Record

Your bank or credit card statement may reflect Anker SOLIX Limited as the merchant of record for the service fee only. This reflects Anker SOLIX's role as payment processor and does not indicate that Anker SOLIX is the provider of the installation service or that the service fee represents the final price.

4. The Service Manager Will Contact You

The Service Manager will contact you directly to schedule the Electrician's on-site or virtual assessment. Prior to any actual installation work commencing, the Service Manager will provide you with a written installation quotation and service confirmation by email. The final installation terms, scope of work, and pricing shall be as set forth in the Service Manager's written email communication and agreement with you, which shall control.

5. Cancel and Refunds

5.1 Cancel and Refund Before the Scheduled Installation Date

If you request to cancel your installation service and obtain a refund of the service fee no later than one (1) business day before the scheduled installation date, Anker SOLIX shall verify with the Service Manager that no installation work has commenced. Upon confirmation that work has not begun, Anker SOLIX shall refund the service fee to you in full via the original payment method at the original amount paid.

5.2 Cancel and Refund On or After the Scheduled Installation Date

If you request a refund on or after the scheduled installation date, whether a refund of the service fee may be issued, and the amount of any such refund, shall be determined on a case-by-case basis. You must submit your refund request to both the Service Manager and the Anker SOLIX platform. Any refund decision shall take into account factors including but not limited to whether the Electrician has arrived at the site, whether installation work has commenced, the extent of any work already performed, and the reason for cancellation.

5.3 Non-Refundable Circumstances.

Once installation work has begun, the service fee is non-refundable. If you return the product after installation, you are responsible for all costs associated with removal, uninstallation, restoration, shipping, permit closeout, or any related work.

With respect to any permit service fee paid: once the Service Manager has commenced electrical design, system diagrams, engineering drawings, or permit preparation, or has filed a permit application with the applicable Authority Having Jurisdiction (AHJ), the permit service fee and any associated engineering design, system diagram, or PE-stamped drawing fees are non-refundable.

6. Data Sharing

You consent to Anker SOLIX sharing your name, address, phone number, and order details with the Service Manager and the assigned Electrician solely for the purpose of scheduling, coordinating, and performing the installation.

7. Governing Terms

For all other matters not addressed in this Acknowledgment — including returns and privacy — the Anker SOLIX Terms of Service, Privacy Policy, Return Policy, and all other applicable policies published on the Anker SOLIX Official Website (www.ankersolix.com) shall apply and are incorporated herein by reference. In the event of any conflict between this Acknowledgment and any other Anker SOLIX policy or terms, this Acknowledgment shall prevail with respect to the subject

matter herein. This Acknowledgment is subject to change at any time without prior notice. Any updates will be effective upon posting to the Anker SOLIX Official Website.

8. Amendments

These Terms are subject to change without prior notice. The version available on the Anker SOLIX Official Website at the time of purchase shall apply.

Installation Site Requirements Notice

This notice is provided to inform you of the site conditions, requirements, and limitations that may affect your installation. Please read this carefully before your installation date. By proceeding with the installation service, you confirm that you have read and understood the information below.

1. What the Installation Service Covers and Does Not Cover

The installation service covers the wiring of your applicable Anker SOLIX product — which must be new, uninstalled, and inactive at the time of installation — to your existing electrical load center.

The installation service does NOT include:

- Permitting service (unless separately purchased through the Anker SOLIX website)
- Photovoltaic (PV) system wiring or third-party generator wiring
- App or software setup, troubleshooting, or related support
- Troubleshooting or remediation of pre-existing electrical issues or code violations
- Civil or cosmetic work, including drywall repair, painting, landscaping restoration, or debris removal
- Any other work determined to be out-of-scope by the Service Manager or Electrician

The Service Manager and Electrician reserve the right to decline service or quote separately for any out-of-scope work.

2. Site Eligibility

Your home's electrical system must comply with all applicable local codes before installation can proceed. Properties with unpermitted modifications, unsafe conditions, or illegal circuit alterations are not eligible for installation until those issues are resolved.

3. Permits and Timeline

Your installation may be subject to permits, Authority Having Jurisdiction (AHJ) requirements, utility approvals, and applicable electrical, fire, building, and local codes. These processes are outside the control of Anker SOLIX, the Service Manager, and the Electrician, and may significantly affect your installation timeline.

If you choose not to use a permitting service, you are solely responsible for identifying and meeting all applicable permit, inspection, utility, AHJ, and code requirements — and for any resulting costs, delays, failed inspections, penalties, or required rework.

4. Wiring Distance and Voltage

If the distance between your product and existing electrical panel would result in voltage drop or other conditions non-compliant with NEC or local requirements, the Service Manager and Electrician may decline the installation or propose a revised scope at additional cost.

5. Battery Placement

Battery placement is subject to NEC requirements, local electrical and fire codes, AHJ approval, utility requirements, product specifications, and actual site conditions. If your preferred placement is not compliant or feasible, the Service Manager or Electrician may require an alternative location, which may involve additional wiring, materials, labor, or permit revisions.

6. Temporary Power Outage

Installation will likely require a temporary power outage of several hours or more. Please make appropriate preparations for any electricity-dependent equipment or activities in your home, including appliances, internet service, security systems, medical devices, and business operations.

7. On-Site Feasibility Assessment

The Electrician will conduct a property assessment upon arrival. If unforeseen site conditions prevent a safe or code-compliant installation, the Service Manager and Electrician reserve the right to cancel or reschedule. A site survey fee may apply in such cases.

By placing the order and completing your payment, you acknowledge and agree to the following:

The standard fee for installation shall be collected and processed by Anker SOLIX Limited as the authorized limited payment processor on behalf of the assigned Service Manager and Electrician. This structure exists to provide secure funds handling for Consumers and ensure that your payment is safely held until the installation is confirmed complete. By making payment through Anker SOLIX's official checkout system, you expressly acknowledge that Anker SOLIX is processing the payment on behalf of the Electrician and Service Manager, and not as a service provider of installation work. This arrangement is publicly disclosed to comply with state financial regulations and to enhance payment safety for Consumers.