



Dear Valued Customers and General Public,

We, at **CSI SOLAR CO. LTD** would like to bring to your attention a matter of utmost importance regarding the influx of counterfeit solar panels in the South Africa market. It has come to our attention that certain unauthorized entities are producing and distributing fake solar panels bearing our brand name Canadian Solar and logo.

We take this matter very seriously, and we want to assure you that we are actively addressing this issue through appropriate legal channels. We are working closely with law enforcement agencies and regulatory authorities to identify and take action against those responsible for the production and distribution of these counterfeit products.

Counterfeit solar panels pose significant risks, including potential damage to property, reduced energy efficiency, and safety hazards. These substandard products do not meet our quality standards, and their performance cannot be guaranteed. Furthermore, the use of counterfeit solar panels may result in voided warranties and potential legal liabilities.

To protect your interests and ensure that you receive genuine products, we strongly advise you to exercise caution when purchasing solar panels. Here are some precautions you should take:

1. Purchase from Authorized Dealers.
2. Verify Product Authenticity: Before making a purchase, carefully inspect the packaging, labels, and product details to ensure they match our official branding and specifications. If you suspect a product to be counterfeit, please contact our local management immediately.
3. Contact Local Management: If you have any concerns or suspicions about the authenticity of the solar panels you have purchased, please contact our local management as soon as possible. They will be able to assist you in verifying the product's authenticity and providing guidance on the appropriate course of action.
4. Report Counterfeit Activity: If you come across any information or evidence related to the production or distribution of fake solar panels bearing our brand name, we urge you to report it to our legal department at privacy@csisolar.com . Your cooperation will greatly assist us in our efforts to combat this issue.

Protecting our customers and maintaining the integrity of our products are of utmost importance to us. We appreciate your continued trust and support in choosing our genuine solar panels for your renewable energy needs. We remain committed to providing you with high-quality and reliable products that contribute to a sustainable future.

Thank you for your attention and cooperation.

Sincerely,

CSI Solar Co. LTD