



Solar for Everyone. www.plugandplaysolarkits.com

Product Return Policy

At Plug and Play Solar our goal is to have satisfied customers who so happy with their purchase that they recommend Plug and Play solar products to their friends. If you are dissatisfied with anything that you have received from Plug and Play Solar please email us at plugandplaysolarkits@gmail.com. Place you Plug and play solar unit in the original packaging. We will assign you a Return Authorization Number (RAN) to track your return. Once you have been instructed where to return the item you will be responsible for return shipping charges and insurance for the value of the shipment. Please use only reputable shippers. You will have 30 days from the date of purchase to return you item. Please reference the RAN number clearly on the outside of the package. All returns will be subject to a 15% restocking fee.

Merchandise purchased through Plug and Play Solar may be returned within 30 days of the receipt of purchase. You will receive a refund or credit towards your account provided the merchandise is returned in the original packaging and in new and resalable condition, with the original cards, manuals and all accessories. If any component of the returned product is missing, the return procedure is breached, and Plug and Play Solar reserves the right to reject the return or may choose to impose additional charges for replacement of the missing items in addition to the 15% restocking fee.

Shipping charges for initial delivery are not refundable.

Damaged or Defective Items

Please be available for delivery of your Plug and Play Solar Product. Inspect all boxes for visible damage while delivery driver is present. Report any visible damage to delivery driver and take photos of damage. Plug and play solar will either replace the broken parts or will file a claim with the shipping company and ship a replacement unit to you the customer.

If there is no visible damage to the merchandise and the unit does not work properly please email our customer service department at plugandplaysolarkits@gmail.com for problem resolution.

All requests for replacement parts will be processed as quickly as possible. Please note, we are not able to express ship replacement pieces.

Here at Plug and Play Solar we work hard to make your shopping experience an enjoyable one.

Lost or Missing Packages

Plug and Play Solar primarily uses FedEx, FedEx Freight, UPS and DHL for shipping. You will be notified by email, when your package will be shipped and the carrier that will be used. We request a signature delivery to prevent delivery in adverse conditions where the merchandise could become damaged. Also signature deliveries prevent theft as the merchandise is not left unattended. Should a signature delivery not be requested we at Plug and Play Solar must then rely on the shipping company's delivery confirmation and tracking numbers. In the event the customer requests a non-signature delivery Plug and Play Solar will not take responsibility for missing packages nor will we grant refunds or replacements for any Acts of Nature. You the customer will then need to file a claim directly with the shipping company.

Warranties

Please note that Plug and Play Solar does NOT offer product warranty past the first 30 days of delivery. However there are individual warranties on most of the product's components.

Credit and Return Time

Please allow 10 business days for your merchandise to be returned. Within 72 hours of receiving your returned merchandise, you will be notified by email that your credit/debit card has been credited.

All refunds granted are for the purchase price of the product only and can only be refunded to the purchasing credit or debit card.

Canceling your order

If you have placed an order with Plug and Play Solar and wish to cancel it please call (928) 522-8103 within 4 business hours to cancel free of charge.

If it has been more than 4 hours please call and we will do all we can to avoid shipping the merchandise. Plug and Play Solar does not make any guarantees after

the initial 4 hours because at Plug and Play fast shipping is a priority for our customers.