

## 48V SOLAR PANEL KITS PALLET DELIVERIES RETURN POLICY

At ExpertPower, your satisfaction with our solar products is our top priority. If you are not completely satisfied with your purchase, you may return it within 90 days for a refund. Please note that for products purchased directly from an authorized dealer, their specific return policy applies, and you should contact them directly for further assistance.

ExpertPower can only accept returns on products that are within warranty and were sold directly by ExpertPower.

For returns falling within the manufacturer's warranty, such as those related to defects or quality issues, or in cases where an incorrect product was shipped, we provide return labels for up to 90 days after the initial delivery. If the return is within the 90-day window but not related to quality, the customer will be responsible for the return shipping costs and may be subject to a restocking fee of up to 20%. The cost of any returns requested after the 90-day period must be covered by the customer and will be deducted from any refund amount. ExpertPower is not obligated to provide a refund or replacement without the returned item being received.

### **Restocking fees apply under the following conditions:**

- The returned items are found to be non-defective after testing (including cases where the wrong item was ordered).
- The item is no longer needed.
- An incorrect address was provided.

### **Instructions to Start Pallet Return**

To initiate a return, customers must first document the reason for the return and contact ExpertPower. After providing a pickup date when the pallet(s) will be ready, a shipping label will be sent to you, along with a scheduled pickup date. Please note that we always provide shipping labels for pallet shipments; however, if the return is not due to a quality issue, the cost of the label will be deducted from the refund.

### **Missed Pickup or Rescheduling**

Please note that if the scheduled pickup is missed or cannot be completed for any reason, and rescheduling is required, the customer will be responsible for any associated fees.



Date: 08/30/2024

## Proper Packaging and Protection

To process a return, customers must ensure that all solar and battery items are repackaged and secured on a pallet in the same manner as they were delivered. It is essential that the pallet is properly assembled, and that all items are properly secured and adequately protected. Please note that any missing or damaged items will be the responsibility of the customer and will be deducted from the total refund amount. **We kindly request that you retain the original packaging and boxes for up to three months from the date of receipt in case of a return. A 20% restocking fee will be applied if items are not returned in original package.**

## Timely Documentation and Reporting

To ensure the prompt and efficient resolution of any issues, it is imperative that any visible damage to the delivered items be documented and reported in a timely manner. Any damage discovered during inspection must be recorded and reported within 15 days of receipt in order to be eligible for an insurance claim. Failure to document and report any damages promptly at the time of delivery may limit our ability to replace damaged items. We reserve the right to refuse replacement for items where the damage was not properly documented or reported within a reasonable timeframe after delivery. Your cooperation in adhering to these guidelines is crucial in guaranteeing the best possible outcome in the rare event of any transit-related issues.



For Questions & Support Visit us at:  
[www.ExpertPower.us](http://www.ExpertPower.us)

ExpertPower is available **Monday - Friday 9am - 1pm & 2pm - 6pm (PST)**. For quicker assistance please call us directly during our business hours or email our support team.



### Contact Details

Call: (562) 630 - 3002  
E-mail: [support@expertpower.us](mailto:support@expertpower.us)



### Our Address

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