



Sunfind Solar Products, Inc. Warranty and Return Policy

Warranty

Sunfind Solar Products provides a warranty on all parts and components for one (1) year from the date of purchase. After one year, individual manufacturers' warranties remain in effect for their respective time frames. Neither Sunfind Solar Products' or the individual manufacturers' warranties cover the associated labour and transportation costs associated with returning any part or component for warranty work or replacement. If an item is required to be returned for warranty work, a Return Merchandise Authorization (RMA) Form and number is required. Once an RMA number and form has been obtained, the item needs to be returned to Sunfind Solar Products as per RMA Form instructions. All return freight needs to be pre-paid otherwise Sunfind Solar Products will not accept the shipment. All shipping costs involved in warranty repair or replacement are not covered under warranty and are required to be paid for by the buyer.

Purchase Returns/Refunds

Sunfind Solar Products provides a ten (10) day return period from the date of delivery. All items must remain packaged, unopened and in their original condition as when the product was shipped.

Return Merchandise Authorization (RMA) Form and Number

Any return request needs to be accompanied by a RMA Form and Number. Also, all freight/transportation costs are required to be pre-paid by the buyer; items that are not shipped pre-paid will not be accepted by Sunfind Solar Products.

SUNFIND Systems

All SUNFIND Systems that are packaged, wrapped and secured on a skid must remain in this condition in order to be accepted for return. If the system is unwrapped and removed from skid, Sunfind Solar Products will consider the product as used and will refuse to accept any return requests.

Individual Parts and Components

All items must remain unopened and in their original packaging. If the product has been opened, the product will be deemed as used and Sunfind Solar Products will refuse to accept any returns.

Restocking Fee

Any items that qualify for a return and refund will be subject to a 20% restocking charge based on the purchase price.

Damaged Merchandise

Please see Sunfind Solar Products' Shipping Policy for details on how to handle items that may have been damaged during shipping.

To request further information, please contact a Sunfind Solar Products representative.