

## RETURNS PROCEDURE



### HOW TO RETURN YOUR PRODUCT

1. In the first instance, call our Technical Department on 01508 488188, as some issues can be remedied over the phone.
2. All products carry a 1-year Return to base (RTB) warranty unless otherwise stated. We reserve the right to repair or replace goods failing within the warranty period.
3. A “Returned Material Authorisation” (RMA) number must be issued before any goods can be returned.
4. Please call 01508 488188 or email support@sunshinesolar.co.uk for us to raise an RMA number on your account. We will ask about the reasons for returning.
5. If an RMA number is issued, the form on the next page must be completed.
6. Only goods with a valid RMA number, clearly marked on the outer packaging, will be accepted by our Returns Department. Please do not write on any retail packing (use a label).
7. All RMA numbers that are issued are ONLY for the product for which they were assigned.
8. Please allow up to 14 days for your goods to be repaired or replaced, unless otherwise advised.
9. Goods that are being returned for a credit or refund must be reported within 14 days and returned within 28 days, in an as new unused condition, in the original packaging and with any manuals or accessories. A charge will be made for goods returned that have been used, have manuals or accessories missing or are damaged in transit. This does not affect your statutory rights.
10. If the item(s) being returned was purchased more than 2 months ago, then there will be at least a 10% restocking fee. Should there be any damage caused by your choice of courier, then there may be further discretionary fees based on the damage.
11. Goods that are being returned faulty under warranty must be returned in the original packaging if possible, if they cannot, they must be packages sufficiently to avoid damage in transit.
12. Customers are expected to cover the cost of returning faulty goods unless otherwise advised. Return carriage up to £10 will be refunded if the return item is proved to be faulty. Sunshine Solar Ltd will cover the cost of the repair/replacement and return carriage to the original delivery address within the warranty period. If the goods have been damaged by installer or user error, charges will be made for repair and return carriage.

### RETURNS NOT UNDER WARRANTY

1. While we will endeavour to repair out of warranty items, we cannot guarantee this due to the complexities of some items.
2. An estimate of cost will be provided for goods returned not under warranty (a RMA number will still be required).
3. The customer will be responsible for carriage and packing costs for sending and return of the goods.
4. If the estimate for repair is not accepted a charge of £15 will be payable. If the estimate is accepted this charge will be covered by the standard labour charge.
5. If the estimate for repair is not accepted but the goods are required to be returned, the above charge plus carriage will be made.
6. In some cases where the item is unrepairable we will offer a discounted replacement or refurbished unit.

### RETURN DELIVERY ADDRESS

Sunshine Solar Ltd  
Unit 30, Ashwellthorpe Industrial Estate  
Ashwellthorpe  
Norfolk  
NR16 1ER

# Returns Form



## Procedure

1. Complete the customer section below. Including the RMA number given by Sunshine Solar Ltd
2. Place this completed form in the box with the goods you are returning.
3. Ensure the goods are well packaged and protected, then write the RMA number clearly on the outside of the package and return to Sunshine Solar Ltd (return address on the rear).
4. Sunshine Solar Ltd will inspect the return and if the fault is covered under the warranty repair or replace.

**NOTE:** Goods returned without an RMA number may be refused or disposed of.

Company/ Name:

Address:  Postcode:

Email Address:

Telephone Number:  Invoice Number:

Mobile Number:  Invoice Date:

Product Code & Description:

Please describe the fault and if applicable what was connected at the time :

Contact Name:  Signature:   
(Please print)  
Date:

Please complete all details above & enclose with return package

Issued by:

Your RMA No is: