

# Sunshine Solar Ltd

## Returns Procedure

### HOW TO RETURN YOUR PRODUCT

1. In the first instance call our Technical Department on 01508 488188 as some issues may 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. "Returned Material Authorisation" (RMA) number must be issued before any goods can be returned it helps us turn around your goods quickly and efficiently.
4. If a RMA number is issued the form on the next page must be completed.
5. Only goods with a valid RMA number clearly marked on the outer packaging will be accepted by our Returns Department.
6. All RMA numbers that are issued are ONLY for the product for which they were assigned. Goods authorised for return must be returned within 28 days.
7. Please allow up to 14 days for your goods to be repaired or replaced unless otherwise advised.
8. Goods must always be returned in the original packaging if possible, if they cannot then they must be packaged sufficiently to avoid damage in transit. A charge may be made for goods returned that are damaged in transit or where the goods have been damaged through misuse or incorrect operation. This does not affect your statutory rights.
9. 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. An estimate of cost will be provided for goods returned not under warranty (a RMA number will still be required).
2. The customer will be responsible for carriage and packing costs for sending and return of the goods.
3. 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 made.
4. If the estimate for repair is not accepted but the goods are required to be returned, the above charge plus carriage will be made.

### Return delivery address

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

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## 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 will be refused or disposed of.

Company/ Name:	<input type="text"/>		
Address:	<input type="text"/>		Postcode: <input type="text"/>
Email Address:	<input type="text"/>		
Telephone Number:	<input type="text"/>	Invoice Number:	<input type="text"/>
Mobile Number:	<input type="text"/>	Invoice Date:	<input type="text"/>
Product Code & Description:	<input type="text"/>		

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

Contact Name: (Please print)	<input type="text"/>	Signature:	<input type="text"/>
Date:	<input type="text"/>		

**Please complete all details above & enclose with return package**

<input type="text"/>	Issued by:	<input type="text"/>
	Your RMA No is:	<input type="text"/>