

Returns Policy

This policy aims to give Econo Energy Solutions customers a clear understanding of how we accept, and handle returns as well as the process to follow. *(This policy is separate from the **10-Year Warranty Agreement Terms and Conditions** and only applies to undamaged and unused items returned only)*

1. Return Window

The return window is only available for 7 Days after purchase, unopened

2. Return Conditions

Item(s) returned should still have their original packaging and must be in the same condition as received from Econo Energy Solutions distribution point. Items that have been opened/mounted/connected or switched on will not be eligible for return on any ex-works.

(If item(s) were damaged please view our **10-Year Warranty Agreement Terms and Conditions**)

3. What We Require from You

Customers can contact Econo Energy Solutions via phone, email. Customers need to provide the following information for warranty claims:

Date of Purchase

Invoice showing all items purchased

If opened please follow our **10-Year Warranty Agreement Terms and Conditions** the following information will be required

Product Model No:

SN No.:

Fault Code:

Fault Details:

Contact Details:

4. Courier And Cost

Item(s) should be returned to: Unit 3 Princess Square Industrial Park, 5 President Rd, Princess, Roodepoort, Gauteng, 1724

The customer will be liable for the shipping cost to return the item(s) to Econo Energy Solutions.

Econo Energy Solutions cannot guarantee that your item(s) will reach our warehouse safely, thus we recommend that the sender purchases shipping with insurance.

Shipping cost is non-refundable.

5. *Inspection of Item(S) Returned*

Once item(s) are received we will notify the customer. Item(s) returned will then undergo inspection to ensure that it complies with our return policy. Once the inspection has been finalised, we will notify the customer of the approval or rejection within 48 hours excluding weekends and holidays.

6. *Approval or Rejection of Return & Refund*

If item(s) **do not comply** with our return policy given that we received the items before the return window closes and item(s) are rejected, Econo Energy Solutions will not issue a refund and items will be shipped back to the customer at their expense.

If item(s) **do comply** with our return policy given that we received the items before the return window closes and item(s) are approved for return Econo Energy Solutions will refund the client in full within 7 days for the item(s) that passed inspection. The refund will be done via the same channels as received.

7. *Return & Refund and Exceptions*

Item(s) that were bought on sale will not be eligible for return & refund since these items might have been discontinued or refurbished.

Shipping cost will not be refunded to or from the customer.

For damaged items under warranty see the **10-Year Warranty Agreement Terms and Conditions**

8. *Contact*

For any questions, please contact us via:

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Unit 3

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