



Return Policy

If you are not satisfied with your purchase or if your product failed at install please call your Customer Support Rep for a return material authorization (RMA) within 30 days from date of receipt.

Note: groSolar is not responsible for product damaged during shipment. Always check your shipment prior to signing the bill of lading with the shipping company. Incoming products with visible damage should be refused. All damaged shipments accepted are the responsibility of the recipient and do not fall under this groReturn Policy.

Returns to groSolar are subject to the following:

- Returns must be authorized by groSolar prior to return of product
- Returns must have a return authorization number clearly marked on the outside of the box.
- All returned items without an RMA # will be refused
- groSolar must be notified within 30 days of receipt of the product
- Returns are subject to a 15% restocking fee, unless the product is defective or damaged
- Items must be in the original packaging.
- All packages must be complete with no missing components.
- All returns must be resalable and be accompanied by proof of purchase.
- Parts that have been installed will not be accepted for return, except for warranty items.
- Customer is responsible for all return shipment cost unless otherwise noted.

Defective/Warranty Returns to groSolar are subject to the following:

1. Customer contacts groSolar with RMA claim
 - a. Describe nature of the problem
 - b. Providing photos, when possible, will help in expediting the claim
 - c. List model and serial number of the product
 - d. Is a replacement needed? (Please Note: There will be a charge for the replacement)
 - e. Evergreen Solar has their own RMA form which needs to be signed by the customer.
 - f. Product is in its original packaging with RMA # clearly marked on the package and ready for call tag pick up.
2. For product that needs immediate replacing customer is responsible for the cost of replacement product. For all valid claims a credit will be issued to your account upon vendor approval.
3. A Recall tag will be issued from either the vendor or groSolar for pick-up of product. groSolar warehouses will not accept unauthorized returns of product.
4. Once claim has been approved or denied groSolar will notify you. If applicable, at this time a credit will be applied to your account.