

ORDERING

Placing An Order

Are you able to add a gift message to my order?

We are currently not able to add a gift message to your order.

Can you gift wrap my order?

Unfortunately, we are not able to gift wrap your order.

I need personal assistance with my order, who do I contact?

We are happy to help!

Phone: 012 100 3193

Email: info@protonsolardistributers.co.za

Customer Services: sales@protonsolardistributers.co.za

Trade Enquiries: trade@protonsolardistributers.co.za

I am having trouble ordering through your website, what should I do?

Our website is best supported by Google Chrome, Safari, Mozilla Firefox and Internet Explorer. If your browser isn't loading the page correctly, press Ctrl + F5 for a hard refresh. Please ensure that the browser you are using is up to date. If you are still experiencing difficulties, please do not hesitate to call our Customer Care Team on 012 100 3193 or alternatively please email sales@protonsolardistributers.co.za or info@protonsolardistributers.co.za.

Amending An Order

Am I able to add to my order once it is paid for?

We are not able to add items to your order if it has been paid for. If you wish to purchase more item , we kindly ask you to place another order.

How can I cancel my order?

If you wish to cancel your order, please contact our Customer Care Team at:

sales@protonsolardistributers.co.za | on 012 100 3193.

We are able to cancel your order before it is dispatched. However, once your order has been dispatched you will have to accept the delivery and return the item. Our friendly Customer Care Team will assist you.