

# RETURNS AND REPLACEMENTS

## Changed your mind?

### How do I return my purchase if I change my mind?

Should you change your mind about a purchase you can return the item within 10 days of having received it and can opt for a store credit or a refund. With change of mind returns, any promotional discount used on the order will be non-refundable and the voucher will not be reactivated. We will require the item to be unused and in its original packaging for these returns. If possible, please use clear tape for sealing an opened box.

Once we receive the returned items, we will refund you the amount you paid for the order less a 10% admin fee and less the return delivery cost.

### What happens if I use a promotion that requires a minimum order value and I want to return an item?

Please be aware that if you change your mind about an order that was placed with a promotional voucher that required a minimum order value, the following rule applies:

If you return or cancel an item and as a result, the order value now falls below the minimum order value threshold, we cannot grant the promotion any longer. In this case, the items remaining in the order will return to full price and you will get reimbursed for the difference between the full price of the items that you keep and the initial order value (excluding delivery).

If you return or cancel an item and the total order value stays over the minimum order value threshold, the promotion will still be granted.

Our Customer Care team will inform you of the refund amount you will receive via email in these instances.

### How do I return an item?

Our easy returns process items in 4 steps:

1. Send us an email with
  - Order number
  - Reason for return
  - Item name and SKU
  - Photo of the item
2. We will organise a courier pick up advising of the return cost if change of mind return
3. You send the item back
4. Once we receive the returned items, we will refund you the amount you paid for the order less a 10% admin fee and less the return delivery cost.

### How many days do I have to return my order?

We want you to feel confident when buying on Proton Solard.co.za. Should you change your mind about a purchase you have made with us, you have the option of returning the item within 10 days of having received it and can opt for a store credit or a refund. We will require the item to be unused and in its original packaging for these returns.

### **I need to return an item, but I don't have the original packaging. Now what?**

Original packaging is required in instances where the customer has changed their mind, would like to exchange for a different item, or would like a refund/store credit. Please note that the item must be unused and returned within 10 days of purchase.

If the item is faulty and you are no longer in possession of the original packaging, please contact our Customer Care Team on 012 100 3193 or [admin@protonsolardistributers.co.za](mailto:admin@protonsolardistributers.co.za) to discuss further options.

## **Damaged, Faulty or Incorrect Items**

### **What should I do if my order arrives damaged or faulty**

In the unlikely event that your item arrives damaged or faulty, please notify Proton Solard as soon as possible for a replacement (if available), store credit or a full refund as per invoice amount. Please contact our Customer Care Team on 012 100 3193 or email [admin@protonsolardistributers.co.za](mailto:admin@protonsolardistributers.co.za) to assist with organising your return.

You may be required to send us images of the damage for further assessment. Proton Solard will give you the option to arrange a replacement for part/whole of the item, or provide you with a store credit or a full refund. Any refund is made back to the payment option you chose with your original order. Please do not attempt to return the items before speaking to one of our specialists (you may be responsible for any associate expenses if you do so).

Please note that the following will void any warranty claims:

- Negligence – where the client or the installation electrician did not install the product as per standard installation procedures
- Misuse – where the product was not used for its intended purpose or used outside of the scope of listed technical specifications
- Visible damage – where the products are damaged after they have been received and Proton Solard (Pty) Ltd was not notified thereof within 10 working days of receipt of goods
- Modifications – where the product was amended, adjusted or tampered with in such a way that it is deemed as modified from the condition that it was originally supplied to you
- We will not refund or replace a product that you have bought and received where, in our reasonable opinion, the product has: become of unacceptable quality due to fair wear and tear; misuse; failure to use in accordance with manufacturer's instructions; using it in an abnormal way; or failure to take reasonable care.

### **What should I do if I receive an incorrect item?**

In the unlikely case that you receive an incorrect item, please contact our Customer Care Team with the following information:

- Order number
- Item name and SKU
- Photo of the item you received

Our returns team will assess your case and take all necessary actions from there.

012 100 3193| [admin@protonsolardistributers.co.za](mailto:admin@protonsolardistributers.co.za)

### **My item arrived with a missing part. What can I do?**

In case your order arrive missing a part, please contact us with the following information and we will resolve this issue immediately:

- Order number
- Item name and SKU
- Detailed description of the missing part
- Photo to show which part is missing

### **Do you offer warranty on your products?**

Proton Solard works closely with suppliers to ensure all products have appropriate warranties. All products purchased and delivered by Proton Solard (Pty) Ltd have a 1 year warranty from date of receipt of invoice unless stipulated otherwise. This warranty will cover you against faulty workmanship and/or material.

Please email [admin@protonsolardistributers.co.za](mailto:admin@protonsolardistributers.co.za) or call the Customer Care Team on 012 100 3193 to submit a warranty claim. It may be required to send images of the damage to aid in our assessments. Proton Solard will then finalise your warranty claim. Please do not attempt to return the items before speaking to one of Proton Solard's sales representatives; otherwise you may be responsible for any associated expenses if you do so.

In the case of a valid warranty claim, Proton Solard (Pty) Ltd will strive to repair the product. If that is not possible, the product will be replaced. Should Proton Solard (Pty) Ltd be unable to repair or replace the product, a credit/refund will be passed on to you for the value of the product on date of invoice.

Please note that the following will void any warranty claims:

- Negligence – where the client or the installation electrician did not install the product as per standard installation procedures.
- Misuse – where the product was not used for its intended purpose or used outside of the scope of listed technical specifications.

- Visible damage – where the products are damaged after they have been received and Proton Solard (Pty) Ltd was not notified thereof within 10 working days of receipt of products.
- Modifications – where the product was amended, adjusted or tampered with in such a way that it is deemed as modified from the condition that it was originally supplied to you.
- We will not refund or replace a product that the customer has bought and received where, in our reasonable opinion, the product has: become of unacceptable quality due to fair wear and tear; misuse; failure to use in accordance with manufacturer's instructions; using it in an abnormal way; or failure to take reasonable care.

## General

### **Why do you ask for a photo before returning an item?**

If you order multiple items at different times and through multiple transactions through our website, you may receive multiple deliveries shipped by multiple couriers.

Our Customer Care Team will ask you to provide a photo of the item you received to prove that the item is in perfect condition before you return it. This way if any damage happens during transport, you will not be held liable and Proton Solard will take responsibility. Once you've sent your photos, our team will organise a courier to pick up the items.

### **How will I be refunded?**

Proton Solard have to request a refund via Payfast if the money is still in the Proton Solard Payfast Account. Proton Solard will send a credit memo to the customer online, but the refund will happen offline. If the money is already in the Proton Solard bank account Proton Solard will do an EFT directly to your Bank Account.

If you prefer a store credit, we can issue a store credit with the credit value – this will be in the form of a voucher or coupon code that will be emailed to you.

### **How long does it take for me to receive a store credit or refund?**

After receiving and approving your return, Proton Solard will grant you a replacement, store credit or a refund within a week.

Please note that after granting a replacement item, the dispatch and delivery time depends on the item's location, dimensions and your delivery location.