



# GLE Solar Energy Product Return Policy

## 1. PURPOSE

GLE Solar Energy is dedicated to the support of its products and customers. This policy is set in place to provide a clear understanding of the appropriate avenues made available to our customers to ensure they are satisfied with the GLE products they have ordered and that in conjunction with GLE's product warranty, our customers are protected against any defects due to materials or workmanship and have received the correct parts as ordered.

## 2. WARRANTY

See GLE warranty for details.

## 3. RETURNED MATERIAL AUTHORIZATION

In the absence of any product defect, GLE provides a fifteen (15) day period from customer receipt of product in which to obtain an RMA number for the purposes of returning the product prior to installation. An RMA number is required prior to return of any product to ensure proper processing and credit where appropriate. Products being returned for reasons other than defective or incorrect part will incur a 25% re-stocking fee and must be returned in original packaging in resalable condition as determined by GLE and/or its Distributors or Dealers. Any damaged or missing parts will be deducted from refund amount after restocking fee has been applied. Once an RMA number has been provided by GLE, the customer will have 10 business days to ship returned goods to the address provided by GLE at customer expense if for reasons other than defective or incorrect part. Returned parts must be shipped prepaid freight and insured via carrier of your choice unless prior written authorization by GLE is received with specific substitute instructions. GLE is not responsible for lost or damaged packages being returned for any reason unless GLE has provided written exception to this policy prior to shipment of parts. GLE recommends that a customer use a carrier that provides its customers with proof of delivery. Product returned as defective, but found to be in good working order upon receipt at GLE, will incur an additional \$100.00 inspection and repackaging fee.

## 4. LOST/INCORRECT/DAMAGED PRODUCTS

All shipments must be inspected by customer prior to acceptance from carrier. Any damage to product caused by carrier should be identified immediately so proper claim can be made for replacement parts. All shipments should be inspected regarding order accuracy and completeness. Any back ordered items would be so noted on shipper's bill of lading. All other lost, incorrect or damaged product must be reported to GLE within two (2) business days from date of receipt. If report is made within designated timing, a replacement part will be shipped by GLE within one (1) business day. Claims made after designated reporting time will be reviewed on a case by case basis. GLE is not responsible for any package shipped internationally.

## 5. REFUNDS

Refunds will only be authorized if the above criteria are met. If GLE does not respond in writing with an explanation of approval or denial of return within ten (10) business days, please contact a customer service representative at (269) 408-8276. Returned parts determined to be defective due to return shipping damage, improper installation, misapplication, acts of God, misuse, normal wear and tear, failure to follow GLE instructions, maintenance issues, storage damage, service by a technician outside of GLE's approved network, or other damages not due to defective materials or workmanship will be refused and returned to buyer at buyer's expense on a carrier of GLE's choosing. There is no refund for shipping costs.

## 6. PRODUCT CREDITS

Product credits will be authorized for approved products returned outside the fifteen (15) day return policy period. Product credits may be used to purchase products through GLE only and will not be available until ten (10) business days after returned product is received and appropriate credit level is determined based on product inspection and identification of fees and reductions to be applied.

## 7. PRODUCT REPAIR/EXCHANGE

Product returned under product warranty claims will be either repaired or exchanged at GLE's discretion. Any part replaced

under warranty through repair or exchange will be protected under the remaining warranty coverage as exists on the unit into which it is integrated. Any parts requiring repair outside of warranty coverage can be handled by calling GLE for specific instructions and estimates on repair costs. All shipping costs of non-warranty repairs will be the responsibility of the customer.

***For additional information, please contact your GLE Solar Energy Sales Representative, Authorized Dealer or Installer.***

***GLE Solar Energy is a division of Great Lakes Electric, LLC.***