

Return Policy

Solar Injection Australia has two return policies, one for our website and one for traditional purchases.

Return of Goods Purchased from the Website:

Solar Injection Australia replaces any goods that arrive at their destination faulty or damaged. Notification of faulty or damaged products must be received by our Customer Service Department within 48 hours of your parcel being signed for. Under these circumstances, Solar Injection Australia will provide instructions on how to return goods in an appropriate manner. These details can be obtained either by telephone on (07) 3379 5321 or by email at sales@solarinjection.com.

No claim for credit of goods will be accepted unless made within 7 days after receipt of goods. Return and acceptance of goods by SIA will not necessarily entitle a credit for same. Save with SIA's prior written consent, SIA will not accept return of goods which have been manufactured, modified or altered by or at the request of the Purchaser. A credit note will only be considered after a claim has been submitted and supported with all details relating to the sale of the goods and the reason for their return. Products which are obsolete or made to a special order are not returnable.

Standard products returned for credit will be subject to a minimum 20% restocking charge or \$20 whichever is the greater to cover refurbishing, repacking and accounting procedures. Delivery and handling charges on returns are not refundable for incorrect choice, and products are to be returned to Solar Injection Australia at the customer's own cost and risk. In order to process your return of goods, please be sure to include a note explaining the reason for the return as well as your daytime contact telephone number so that our Customer Service Team are able to contact you. Goods should be sent to the following address:

Solar Injection Australia Pty Ltd
Customer Service Department
150 Hargreaves Ave,
Chelmer, Qld 4068.