

Return Authorisation Form / Return Policy

Please fill all details and email to “orders@solarjuice.com.au” to acquire a Return Authorisation Number, prior to returning goods with serial numbers of each item. When returning goods please enclose a completed copy of this Form and the original Invoice.

Customer Name: _____

Contact Name: _____

Address: _____

Date: _____

Please use additional sheets if required

Qty	Item Description	Serial #	SJ Invoice #	Purchase Date

Reason for Return or Exchange

Return and Refund Terms and Conditions

- Goods will not be accepted for refund without a Return Authorisation Number.
- 30 days from date received to return goods, unless agreement is made.
- Returned goods must be in original packaging, unused and free from defect.
- Solar Juice will inspect item and notify on status of refund / exchange.
- Refunds as per original method of payment or credit placed on customer’s account.
- Proof of purchase to be provided by customer.
- 15% restocking fee will apply to all returns
- Customer responsible for shipping costs for returning goods and exchange.
- Solar Juice reserves the right to refuse any return or refund at their discretion
- Please refer Solar Juice’s standard terms, available at www.solarjuice.com.au/terms

Updated 31/10/2016

Date	For Office Use Only		Signature
	Return Authorisation Number		
	Warehouse received returned goods and checked condition		
	Returned goods matched return authorisation form		
	Returned goods entered into MYOB		

