

## Return & Refund

**Thank you for shopping with Renogy! Our goal is 100 percent customer satisfaction! But in the event something isn't quite right, we've made the return process super easy.**

### Order Cancellation

Customers can cancel transactions any time before Renogy begins the shipping process. The shipping process typically begins within 30 minutes of placement of the order. If unable to cancel an order before shipping, customers can make returns in accordance with Renogy's Return Policy.

### Returns

Items purchased from Renogy can be returned within 30 days of delivery. *Please note that Renogy will not accept returns beyond 30 days of delivery (this excludes returns for defects or quality issues which can be accepted after inspection and approval by Renogy).*

### Renogy 30-Day Return Policy

For returns of products purchased online at Renogy.com, customers need to contact Renogy customer service within 30 days of receiving the item to initiate the return process. To be eligible for return, items must be in the original packaging<sup>1</sup>, unused, undamaged, unmodified, and have a return authorization number<sup>2</sup> provided by Renogy. Proof of purchase must be provided by the customer to begin the return process.

*Note:* Please note that due to certain transportation regulations, AGM and GEL batteries are not eligible for a 30-day unconditional return or exchange. However, for lithium batteries, we provide a 7-day window for returns or exchanges, allowing for greater flexibility. Upon receiving your package, we kindly advise keeping the original packaging handy for any potential future needs.

For Renogy products purchased from other authorized retailers or sellers please contact the seller where the item was originally purchased.

### Shipping Costs

Shipping costs for product returns will be paid by Renogy under the following conditions:

- Product was damaged during shipping or warehouse handling

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<sup>1</sup> Original packing: it should be the original container or covering which is used to package the product, including all accessories, attachments as well as manual, etc.

<sup>2</sup> Return authorization number: customer needs to first contact Renogy customer support team for getting the RMA number before returning the order.

- Product defects
- Incorrect product was delivered
- Product(s) delivered were not ordered by the customer.

The customer is responsible for any return shipping costs when product is returned under any other conditions. Costs vary by shipping location.

Renogy does **NOT** accept returns of items that have been modified in any way. Any modifications will render the Renogy warranty null and void. Any modified products returned to Renogy will be shipped back to the customer at the customer's expense.

For approved returns, Renogy will provide a prepaid return shipping label<sup>3</sup>. Any shipping costs that the customer is responsible for will be deducted from any refund issued to the customer by Renogy.

### **Refunds**

- For returns related to customer preferences (not related to defects, shipping damage or wrong product delivered) made within the 30 day return period, a 10% ~ 15% restocking fee will be charged.
- After receiving the returned item, Renogy will issue a refund within 7 ~ 10 business days. Renogy will notify the customer by email once the refund has been processed. If the refund isn't received after 7~10 business days, please contact the Renogy Customer Support Team. All returned items will be inspected to insure they meet Renogy's return policy.

### **Product Return Process**

1. To request authorization for return, contact Renogy customer service. Once customers have contacted Renogy they will be asked to provide the reason for the return, and a receipt or proof of purchase.
2. The Renogy Customer Support Team will determine whether the purchase is eligible for return. After confirming the order is eligible, Renogy will issue a Return Material Authorization (RMA) number and a prepaid return shipping label. The customer must clearly mark the RMA number on the package and include the dated proof of purchase with the product.
3. For products being returned due to quality issues, which are beyond 30 days' return period but within warranty period, Renogy will provide instructions on how to properly package the product to return it safely. Do not ship the product before receiving the proper shipping safety instructions.

**Note:** Do not return any items without the RMA confirmation from the Renogy Customer Support Team. For returns without RMA confirmation, the refund or replacement will not be processed, and the items will be returned to the sender.

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<sup>3</sup> The prepaid return shipping label: it is provided by the logistics company with which Renogy has cooperation.

The return and replace policies for the Renogy Day are subject to the specific requirements of the actual event day.

**This policy applies only to Renogy products purchased in the United States through authorized sellers and channels.**