



# DETAILED EXPLANATION OF RETURN AND EXCHANGE POLICY

## RETURNS AND REFUNDS

If your product is damaged, defective, or incorrect at the time of delivery, please contact us within 7 days. Items can be returned within 7 days of delivery i.e. if an item was delivered on 1st December, it can be returned till 8th December. Please note that return request will not be processed if the item is “no longer needed”.

All items must be returned in original form (unused, original packaging, seals), along with all the accessories, manuals, and warranty card that came with it. All items sent for return first go through quality check to ensure they are returned in the original condition. If a product is returned to us in an inadequate condition, we reserve the right to send it back to you.

You may cancel the order any time before your order is dispatched. For order cancellation please call our helpline at **+92 334 5926726**

In case, the order gets delivered before cancellation, you may also cancel it by not receiving the parcel.

### What is the process of returning an item?

If your item does not fall under restricted categories, you can initiate a return request by calling our helpline at **+92 334 5926726**. Our customer service team will guide about the return procedure.

### How long does it take to get a refund?

- Store Credit: Within 1-2 business days after quality check
- Bank Deposit: Within 7-12 business days after quality check
- Credit Card Reversal: Within 1-3 business days after quality check

### What items cannot be returned?

Items that fall in the following categories are not eligible for returns:

- Unpackaged solar modules
- Components of inverters or batteries

### What will happen if my return request is not approved?

If your return request is not approved we will inform about the reason. Your product will be sent back to you without any shipping charges.

T/ +92 334 5926726

E/ [service@apexsolar.pk](mailto:service@apexsolar.pk)

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If you have any questions, please contact us