

Solar Style Online Return Policy
For purchases made from www.solarstyle.com.

You may return Solar Style merchandise to our Return Center based on the terms and conditions listed below.
Please address your return to:

Returns- Solar Style
2833 Smith Ave.
Suite 258
Baltimore, MD 21209

All returns must be accompanied by your sales invoice and the returned merchandise must be in original condition and include all accessories. You will receive a credit for your purchase only if it meets the criteria below.

10- Day Return Period

Ten days from the date merchandise was received, refunds are available for the return of unopened items in original condition. A 50% Restocking Fee will be charged on all opened products. These fees apply unless the item is defective, damaged in transit, you received the wrong item, or if the fee is prohibited by law. We reserve the right to use discretion in application of the restocking fee.

Exceptions

The following items are not returnable:

Items that are abused

Any merchandise that we determine has been subjected to abuse, harmful conditions, or has been taken apart or tampered with cannot be returned under any circumstances. If the item is damaged or defective, please see details below.

Missing Item or Damaged Product Fee

In the event of a qualified return, a missing item, or damaged product, a fee will be charged for any product missing the original box, packaging material, contents, accessories and or manuals (i.e., any product not in "like new" condition). This fee is dependant on which product or part of the product is missing and is not to exceed the total purchase price.

Damaged or Defective Items

If you return a qualifying damaged or defective item by mail, you will receive a replacement. Before returning your defective product please contact customer service to undergo a brief troubleshooting process. Shipping fees are the responsibility of the customer. Should the product be deemed non-defective at our testing facility, or we discover it has been damaged by some other form of neglect or abuse no replacement will be provided and the customer will have the option to pay the shipping fee to have the item returned to them. In the event that a replacement of the item is not available we will make an effort to provide a similar item or items of similar value from our inventory at that time.

Promotional Items

Any product that is returned without a promotional item(s) included with the original transaction (e.g. free accessory, or other promotional item(s)) will have the value of the promotional item deducted from the refund amount.

Price Matching and Coupon Codes

From time to time there will be promotions on www.solarstyle.com. We do not guarantee prices or provide price matching. All sales are final based on the prices, terms and conditions.

Shipping Fees

All shipping fees are the responsibility of the customer. In the event of a qualifying return, original shipping costs are not refundable. If Solar Style makes a mistake when shipping your order the fees related to correcting the address and re-shipping the order or missing items will be paid by Solar Style. Solar Style cannot be held responsible for returns that are lost in transit or are undeliverable, if returning, we strongly recommend a tractable shipping method of your choice..

Credit

All credits will be made no more than 20 business days after the returned merchandise is received. If the returned merchandise was purchased via credit card, the original card will be refunded. Once the merchandise has been deemed either defective or in "like new condition" your refund or replacement will be processed accordingly.

If the purchase merchandise is from a 3rd party, then refunds must be made from the original seller.

We reserve the right to make changes to our website, policies, and this return policy at any time. You will be subject to the Terms and Conditions in use at the time that wish to initiate the return, unless any change to those policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.