

Aus Solar Kits

Refund and Return Policy

Version Date: 24 April 2025

Effective Date: 24 April 2025

At Aus Solar Kits, we aim to ensure our customers are satisfied with their purchases. Please read the following policy carefully to understand your rights and our obligations.

Change of Mind Returns

Customers may return products for change of mind within 21 days of delivery, subject to the following conditions:

- Products must be unused, in original packaging, and in resalable condition
- Proof of purchase must be provided
- A 20 percent restocking fee will apply to all approved returns
- Customers are responsible for return freight to our warehouse

To initiate a return, please contact admin@aussolarkits.com.au with your order number and a description of your request.

Non-Returnable Items

The following items are not eligible for return:

- Used or installed products
- Custom orders or special-request components
- Clearance or sale items, unless faulty

Faulty or Damaged Products

If a product arrives damaged or faulty, contact us within 7 days of delivery. We will assess the issue and arrange a repair, replacement, or refund in accordance with the Australian Consumer Law.

Consumer Guarantees

All products are supplied with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and to have the item repaired or replaced if it fails to be of acceptable quality.

Contact

admin@aussolarkits.com.au