

ETS DISTRIBUTORS (PTY) LTD

RETURNS, REFUNDS & EXCHANGES POLICY

1. PURPOSE

This Returns, Refunds and Exchanges Policy should be read and understood together with our officially published Warranty Policy which governs all products supplied by ETS Distributors.

2. GENERAL POLICY

ETS Distributors supplies products sourced from local and international manufacturers and distributors. All returns, refunds, exchanges and warranty claims are subject to inspection, testing, supplier approval, manufacturer warranty terms, product availability and this policy.

3. PRODUCT INSPECTION UPON DELIVERY

Customers must inspect products immediately upon receipt. Any shortages, damage, defects or discrepancies must be reported in writing within 24 hours and supported by photographs.

4. RETURN ELIGIBILITY

Products may only qualify for return if accompanied by proof of purchase, original packaging, accessories and are returned in substantially the same condition as supplied.

5. SERIAL NUMBER VERIFICATION

All returned products will be verified against ETS records and manufacturer records.

6. NON-RETURNABLE PRODUCTS

Installed, commissioned, used, modified, damaged, custom-ordered or special-order products are generally non-returnable.

7. OPEN BOX PRODUCTS

Open-box inverters, batteries, solar and electrical equipment may only qualify for exchange or refund if verified as unused and uninstalled.

8. WARRANTY SEALS

Products with broken, removed or altered warranty seals may lose all warranty rights.

9. OUT OF BOX FAILURE CLAIMS

Installed or commissioned products do not automatically qualify as Out-of-Box Failure claims and remain subject to technical assessment.

10. EXCHANGES

Exchanges are subject to stock availability, supplier approval and technical assessment.

11. LOCAL REPAIRS AND REPLACEMENTS

Products may require return to South African suppliers, manufacturers or repair centres. Additional delays and logistics costs may apply.

12. REFUNDS

Refunds are processed only after inspection, verification and approval where applicable.

13. CHANGE OF MIND RETURNS

Unused products in original packaging may be accepted at ETS Distributors' discretion and may attract a minimum 15% restocking fee.

14. SHIPPING AND LOGISTICS COSTS

Return shipping, freight, insurance, customs and related costs are generally for the customer's account.

15. TRANSIT DAMAGE

Transit damage must be reported immediately upon receipt.

16. WARRANTY CLAIMS

Warranty claims remain subject to manufacturer assessment, supplier assessment and product testing and all claims are subject to be processed as per our officially published "warranty policy".

17. EXTENDED WARRANTY CLAIMS

Extended warranties follow the same assessment procedures as standard warranties.

18. ASSESSMENT PERIODS

Assessment and repair periods may range from 7 to 30 working days or longer where products are sent abroad.

19. STRICT EXCLUSIONS

No refunds, exchanges or returns apply to products that have been installed, used, modified, damaged or improperly installed.

20. LIMITATION OF LIABILITY

ETS Distributors shall not be liable for consequential damages, loss of income, downtime or indirect losses. Liability is limited to the purchase price of the product.

21. POLICY CHANGES

ETS Distributors reserves the right to amend this policy at any time.

22. CONTACT DETAILS

ETS Distributors

Website: www.etsdistributors.com.na

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Tel: 081 792 3496