



ThermaSol Standard Return/Exchange Policy

If the product is not satisfactory for any reason different from defects, it can be returned to ThermaSol up to 120 days from the shipping date after obtaining a Return Goods Authorization (RGA). If the product is not returned to ThermaSol within that timeframe, the RGA will be voided and no further RGAs will be issued for the product.

The merchandise must be in salable condition, in its original packaging, and packed safely with the RGA number clearly marked on the outside packaging. To obtain an RGA number, please email the request with a description of the reason for return to Sales@thermasol.com.

The merchandise must be in its original packaging and packed safely in accordance with the carrier's packing requirements, with the RGA number clearly marked on the outside packaging. ThermaSol reserves the right not to issue any credit, if an approved RGA number has not been obtained.

A minimum restocking fee of 20% within 90 days or 25% over 90 days will be deducted from the credit amount, or added to the new sales order for an exchange. Credit (excluding shipping and handling charges) will be given only for returns of intact products up to 120 days from the shipping date. After 120 days from the shipping date, no returns will be accepted.

All returned merchandise is at the purchaser's risk and cost. Special order and custom-made items are not returnable. Products must be inspected prior to installation and installation of the product means its acceptance. Product, once installed, cannot be returned. Damages occurring in installation are not considered defects and are not subject to return or refund.