



AM SOLAR

IMPORTANT!

Thank you for your order! We encourage you to take inventory of the items in your order immediately upon receipt.

Returns:

You have 30 calendar days from the date in which your items are received to submit requests for returns.

To be eligible for a return, your item(s) must be unused and in the same condition in which they were received. Some items have special conditions for return and those are outlined on the enclosed Return Material Request Form.

To initiate a return, simply follow the instructions on the enclosed Return Materials Request Form.

Refunds:

Upon receipt and inspection of returned item(s), we will notify you on whether or not your return has been approved. If it is approved, we will issue a refund to your original payment method.

Please allow for up to 2 weeks to fully process your return.

Missing Components:

Many of our systems break down into several individual components. While we do our very best to ensure you receive your order complete, there are occasions when a component falls under our radar. If you discover a missing component from your order, contact our office within 30 calendar days from the date on which your shipment was received to claim any missing item(s). Missing item claims will not be accepted past the 30-day window so it is very important to thoroughly inventory your shipments immediately upon receipt.

Shipping:

You will be responsible for covering the costs of the return shipping. Shipping costs are non-refundable and will be deducted from refunds.

Contact:

For questions or concerns on these policies, please contact our office by phone at (541) 726 1091 or email at info@amsolar.com.



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Return Materials Request Form

Complete this form and enclose it with your returned items to initiate a return or exchange for items purchased from AM Solar. You have 30 calendar days from the date on which your items were received to submit a request for return.

To be eligible for a return, your item(s) must be unused and in the same condition in which they were received. Batteries and inverters are not eligible for returns.

Send returned equipment to the following address:

AM Solar
Attn: Returns
3555 Marcola Rd.
Springfield, OR 97477

Name: _____

Today's Date: _____

Phone Number: _____

Order Number: _____

Email: _____

Order Date: _____

Quantity	Part Number	Item Description	Reason for Return/Exchange