

Solmetex Return Policy

Solmetex accepts returns of eligible products within **90 days of the original invoice date**.

All return requests must be initiated by the dealer from whom the product was purchased. Only products that were shipped directly from Solmetex are eligible for return consideration. Solmetex does not provide return shipping labels. The customer or dealer is responsible for all costs associated with returning approved merchandise to Solmetex. Credits for approved returns will be processed after the returned product has been received, inspected, and determined to meet all return requirements. All approved returns are subject to a **20% restocking fee**. The restocking fee will be deducted from any applicable credit issued.

To request an RMA, dealers must contact orders@solmetex.com and provide the following information:

- SKU being requested for return
- Quantity being requested for return
- Serial number and/or batch number (if applicable)
- Original purchase order number

Please allow up to **five (5) business days** for a response to your RMA request. If approved, an RMA number and return instructions will be provided. Products returned without an approved RMA may be refused or discarded.

Product Condition Requirements

To be eligible for return, products must be received in resalable condition. Returns will be denied if products are damaged, unsanitary, missing components, accessories or parts, or otherwise unsuitable for resale.

All returned merchandise is subject to inspection upon receipt. Issuance of an RMA does not guarantee acceptance of the return or issuance of credit. Solmetex reserves the right to make the final determination regarding return eligibility. Products that do not meet the requirements of this policy may be denied credit and disposed of without further notification.

Additional information:

Solmetex reserves the right to deny credit for products that do not comply with this policy.

For any questions regarding this policy, please contact Customer Service at (800) 216-5505 ext. 3000.

Status of Approved Returns

Questions regarding the status of an approved RMA or related credit should be directed to creditrequests@solmetex.com.

Shipment Discrepancies and Damage Claims

Upon receipt of any shipment, customers should verify that the correct products and quantities were received. Any shipment discrepancies, shortages, shipping damage, or incorrect items must be reported as soon as the shipment is received.

All shipment-related claims require photographic documentation and may require additional information to support the investigation.

Defective Products

This return policy does not apply to products believed to be defective. For troubleshooting, warranty assistance, or technical support regarding a potentially defective product, please contact **Solmetex Technical Support** at (800) 216-5505 ext. 3004.