



## **Midsummer Energy Returns Policy**

### **All Returns**

Midsummer Energy endeavours to offer a fair and transparent returns policy for all of our customers. In all cases, Midsummer Energy must be informed of any issues within two working days of delivery. If Midsummer Energy is not informed within this timeframe, it is deemed that your order has been delivered and accepted as correct and in working order. Risk of loss or damage to the goods passes to the buyer at the time of delivery.

Midsummer Energy is not liable for any incurred costs caused by damaged, late, lost, incorrect or unwanted goods. Midsummer Energy will work closely with customers to resolve issues as quickly and inexpensively as possible, but our financial liability for delays and damage in transit is strictly limited to the value of the order itself, including delivery.

Midsummer Energy is unable to process any returns without pre-approval and a returns ticket. Any returns sent back to us without this will be rejected or sent back at the customer's expense.

### **My goods are damaged**

If goods are damaged upon delivery, the delivery must either be rejected, or signed for as "Damaged on Arrival" and photographic evidence<sup>1</sup> taken at the point of delivery. This is required information for us to process a claim. If items are found as damaged after signing for them, no claim can be brought against Midsummer Energy or the courier. It is therefore imperative to check your goods carefully upon arrival; by signing for them, you are confirming they are in good condition. If goods are found to be damaged inside the manufacturer's packaging please take photographic evidence<sup>1</sup>, and contact us immediately.

### **My goods are incorrect**

If there is any discrepancy between the goods on your Order Confirmation email and the goods that are delivered, please provide photographic evidence. A full investigation will be carried out by our Returns Department, and if Midsummer Energy has made an error, the correct goods will be delivered on a next working day basis, or at your convenience. Midsummer Energy will collect the incorrect goods at your convenience, though this must be within 14 days of the replacement goods being delivered. If the goods match your Order Confirmation email, it is deemed that Midsummer Energy have delivered your order as expected.

If goods are not checked and are installed, only to then be found to be incorrect, a return will not be possible as the item is no longer "as new".

**My goods are late**

It is the buyer's responsibility to ensure that someone will be available at the address given to receive, inspect and sign for the delivery. Deliveries cannot be left at the address unattended or unsigned for. Any delivery that is attempted but fails because no-one was there will be chargeable, and a redelivery charge will apply which must be paid in full prior to redelivery being attempted. If a redelivery is not confirmed and paid for within two working days of the original failure, the goods will be returned to Midsummer Energy and a restocking fee as below will apply.

**My goods are faulty**

Where applicable, please ensure that you have first followed the manufacturers' installation, commissioning and operating instructions. If you then believe a product to be faulty, please contact our Technical Department. They will either guide you through a set of tests to troubleshoot the product, or pass you over to the manufacturer's technical team. The product guarantee or warranty is held with the manufacturer, not with Midsummer Energy, so the process will differ between products at the discretion of the manufacturer. Midsummer Energy would highly recommend you contact our Technical Department whilst you are on site and dealing with the product as this can make the troubleshooting process much easier.

If you require replacement goods quicker than the manufacturer can offer, you will be fully charged for the replacement. If the product fault is confirmed later, depending on Manufacturer Policy, we may be able to offer a refund for the item (please note, this is highly unlikely, as most manufacturers do not involve their distribution partners in the RMA process). Any purchase carried out like this is entirely at the customer's risk. If the product is found to be functional, you will not receive any credit and neither product can be returned.

**My goods are unwanted**

You can return your goods to Midsummer Energy if you no longer want them, you ordered the incorrect goods, or you had them delivered to the wrong address. This must be pre-approved by our Returns Department, and your goods must be returned in a re-saleable and functioning condition (in the case of boxed products such as inverters or batteries, they must still be sealed). You are responsible for returning the goods to us, and credit will only be issued once the goods have been returned, inspected and deemed to be in a re-saleable condition. Once approved, you will be credited for the value of the goods minus a 20% restocking fee (or £50, whichever is greater), but not for any courier or delivery costs incurred on the original order. Midsummer Energy will process unwanted goods returned within 14 days of receipt of the items. Any items returned that are not deemed as resellable by our Returns department will be returned to, or collected by, the customer at their own cost. After 14 days, it will be deemed that you no longer want the goods, and they will be recycled or disposed of at our discretion.

Non-stock or bespoke products that have been bought in specially for an order cannot be returned unless they are damaged or faulty.

<sup>1</sup> photographic evidence must consist of:

- A photo of the courier label
- A photo of the packaging (or lack of), demonstrating the damaged area
- A close up photo of the damaged goods
- A "whole item" photo of the damaged goods, demonstrating the damaged area