



## Zamp Solar Returns and Exchanges

You may return unused product within 30 days of purchase. To be eligible for a return, the product must be in its original packaging and in new condition. If it has been more than 30 days since your purchase, we can offer you an exchange.

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### Returns

To begin a return, please contact our tech support team at [tech@zampsolar.com](mailto:tech@zampsolar.com) and request an RMA (Return Materials Authorization). They will get in touch with you to help determine if you need a replacement, exchange, or refund.

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### Refunds

Once your return is received, we will inspect it and send you an email to notify you of the approval or rejection of your refund.

If you are approved, your refund will be processed and a credit applied to your credit card (or original method of payment) within 72 hours.

A partial refund may be granted in certain circumstance—for example, if returned items are not in new condition, are damaged in some way, are missing parts not due to our error, or are returned beyond our 30 day return policy.

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### Exchanges

We only replace items that are defective or damaged. If you need to exchange a product, please email us at [tech@zampsolar.com](mailto:tech@zampsolar.com) and we'll get back to you with exchange instructions.

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### Return Shipping

You are responsible for paying your own return shipping costs unless you received a damaged or defective item. Shipping costs are non-refundable.

If you are shipping an item valued over \$75, please consider using a trackable shipping service or purchasing shipping insurance as we can't guarantee that we will receive your returned item.

The time it takes for your exchanged product to reach you may vary, depending on where you live.