



RETURN POLICY

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Returns and Exchanges:

If your merchandise arrives damaged, keep the original shipping carton and immediately email or call us so that we may file a claim with UPS. Unauthorized damage returns will be held until our costs to return the item to you are paid.

Refunds do NOT include shipping costs. Permission must be obtained from On-Site Power, Inc. prior to returning merchandise for exchange or store credit. All unauthorized returns will not be accepted. Exchanges or credits must be made within 30 days of your date of purchase. No returns are offered on special orders or installed merchandise. Returns must be in new condition and factory packaging.

If we made a mistake on your order, we will send the correct item(s) along with a UPS Return Service label for the return shipping of the incorrect item(s) at no cost to you. We never reimburse USPS rates, nor will additional shipping or processing fees charged by packaging centers be reimbursed.

Packages must be prepaid. Packages returned C.O.D. will not be accepted and we are unable to make a special trip to the Post Office if you require a signature upon delivery. Please ship via UPS if you desire a signature.

Please keep your shipping receipts until you have received credit for your return.

Shipping charges will not be refunded if your order is returned for one of the following reasons:

- 1.) Refused shipment(s).
- 2.) Orders returned without explanation.
- 3.) Duplicated order(s) placed by you.
- 4.) Purchased item(s) somewhere else and did not cancel your order with us before it was shipped.
- 5.) Changed your mind and did not cancel order(s) before we shipped.
- 6.) Did not like the item(s) after you received it.
- 7.) You have moved and failed to notified us of your new address before we shipped your order. If you wish the order to be shipped to your new address after it is returned to us you will be charged a new shipping charge.
- 8.) Failure to follow our Return Policy.

Questions About Our Return Policy?

If you have any questions or concerns about our Return Policy, please contact us at info@on-sitepower.com

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