



The RAQ, LLC. Return Policy

Returns can only be accepted with prior authorization from The RAQ, LLC., and must include the receipt of sale in order to return products. Any product that is returned must be in new condition, in the original manufacturer's packaging with all hardware and documentation. Returns will not be accepted for installed or used items. Returns must be shipped via prepaid freight carrier of your choice within 30 days of delivery. We will not accept returns beyond 30 days of the original delivery. Shipping charges are non-refundable.

Returned items will be charged a 25% restocking fee unless it applies to damages, overages, shortages or other errors on behalf of the distributor or The RAQ, LLC. Returns will be inspected by either our distributor or The RAQ, LLC. to evaluate if acceptance of a return is qualified for waiver of the restocking fee.

*Some items are NCNR Non-Cancellable, Non-Returnable, (such as special orders), and cannot be returned once shipped. If an item is NCNR, a sales representative will notify you before placing your order.

If you need to obtain a Return Authorization Number (RAN) please contact us at information@solarraq.com or call us at 1313-473-7271 or 1-888-665-8880