



Return Policy

Please read carefully before purchasing any goods. Our full terms and conditions of sale are available on our website and on request. Please ask for a copy before purchasing.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Subject to, and without limiting, your rights under the Australian Consumer Law, SolarArk Australia will only accept the return of goods on the terms set out below.

1. SolarArk Australia will accept the return of goods and provide you with a credit where you are returning the goods because of your error in:
 - ordering the type/style/model of the goods.
 - selecting the goods for their suitability to applications.
 - ordering the quantity of the goods,

Providing that SolarArk Australia be:

- Immediately contacted on Ph 1300 670 966
 - Send written notice of your claim to SolarArk Australia Pty Ltd, info@solarark.com.au within 4 working days
 - Return of the item to SolarArk Australia within 30 days of the invoice date; and
 - the request for return of the goods specifies the original invoice number in respect of those goods; and
 - The customer agrees to pay, on SolarArk Australia's request, a minimum restocking fee of 20% of the credit claim for the goods to be returned plus freight and checked by the SolarArk Engineering team.
2. Except in the case of a failure to comply with a consumer guarantee under the Australian Consumer Law and subject to clause 3 below, you are not entitled to return any goods which have:
 - been custom made, custom processed or specifically acquired for you; or
 - where the goods are not in brand new or unused condition with undamaged packaging as at the date of their proposed return; or
 - where the goods have been damaged due to installation contrary to SolarArk Australia Pty Ltd instructions.
 3. SolarArk Australia Pty Ltd will accept the return of defective goods and arrange for the repair or replacement of such goods in accordance with the manufacturer's conditions of warranty. If the defect amounts to a minor failure under the Australian Consumer Law, SolarArk Australia will decide whether to offer a repair or replacement. If the defect amounts to a major failure under the Australian Consumer Law, you can decide whether to accept a replacement or refund.





4. If you require goods to be delivered to a nominated site, then you authorise SolarArk Australia to deliver those products to that site and leave them there whether anybody is present to accept delivery or not. SolarArk Australia is not liable on any basis for any loss or damage you may suffer after delivery to that nominated site.
5. To the full extent permitted by law, SolarArk Australia expressly excludes all conditions, warranties, and undertakings except as set out in these terms and SolarArk Australia's full terms and conditions of sale.
6. SolarArk Australia Pty Ltd also acknowledges the returns and refund policies of all attributed and associated resellers in the SolarArk Network, to the extent as not to contradict the terms and conditions here to displayed and defined as well as those contained within the context of the Australian Consumer Law.

