

## SOLEX PRODUCT RETURN POLICY

As a Solex Quantum Living Advocate or Customer dissatisfied with any Solex product, you may return:

### SUPPLEMENTS

- Any opened or unopened product within 30 days after the delivery date will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (less shipping charges).
- Any opened or unopened product returned after 30 days and less than 120 days after the delivery date will be issued a 90% refund of the purchase price and applicable sales tax (less shipping charges).

### DEVICES

- Any opened or unopened product within 15 days after the delivery date will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (Less shipping charges).
- Any opened product returned after 15 days and less than 30 days after the delivery date will be issued a 90% refund of the purchase price and applicable sales tax (less shipping charges).
- All return shipments of devices must include all components of the original packaging.
- Refunds will not be issued after 30 days.

### OTHER NON-CONSUMABLE PRODUCTS

- Any opened or unopened product within 15 days after shipment will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (Less shipping charges).
- Any opened product returned after 15 days and less than 120 days after shipment will be issued a 90% credit on your Solex account of the purchase price and applicable sales tax (less shipping charges).

### SOFTWARE SUBSCRIPTIONS

- Solex does not offer refunds on monthly software or annual membership subscriptions.

## PROCEDURES FOR RETURNS

### WARRANTY RETURN POLICY – ONE-YEAR COVERAGE

Products covered under Solex's one-year limited warranty may be returned at no cost to the customer if the product is confirmed to be defective under the terms of the warranty.

#### Return Procedure:

1. Return Authorization: The customer must obtain a Return Authorization (RA) number from Solex prior to shipping the product. Unauthorized returns will be refused.
2. Customer-Paid Return Shipping: The customer shall be responsible for the cost of return shipping at the time of shipment.
3. Quality Control Evaluation: Upon receipt, Solex's Quality Control (QC) department will evaluate the returned product to verify the presence of a manufacturing defect covered by the warranty.
4. Refund of Return Shipping: If the QC department confirms the defect and determines it is covered by the warranty, Solex will refund the full amount of the documented return shipping charge to the customer.
5. Non-Defective Returns: If the QC department determines that the product is not defective or not covered under the warranty, no shipping reimbursement will be issued. The product will be returned to the customer at the customer's expense.
6. Condition of Returned Items: Products must be returned in their original packaging (if available) and include all original accessories, manuals, and documentation.

Solex reserves the right to review each return or exchange on a case-by-case basis. Credits will be issued when Solex has processed the return. Solex will deduct from the reimbursement any commissions, bonuses, or other incentives received by you and your support team as a result of the product you are returning. All return shipments of devices must include all components of the original packaging.