



RETURN AND SHIPPING POLICIES

Solex LLC's Return Policy

Solex LLC (hereafter, "Solex") offers a 100%, fifteen (15) day, money-back satisfaction guarantee (less shipping charges) to all Retail Clients and Preferred Clients who purchase product directly from the Company. Solex extends this offer and within thirty (30) days, all Retail and Preferred Customers can receive a ninety percent (90%) refund for any product returned.

Solex LLC's Shipping Policy

Solex offers a single, flat-rate shipping method beyond a request to pick up any purchased product from Solex's Will-Call center. Solex will make every reasonable effort to ship all ordered products within two (2) business days from the day of purchase. If any item in a purchase order is out of stock, Solex reserves the right to hold the order temporarily until the missing item(s) is in stock, or can ship items separately. Any delayed items due to an out of stock situation will be included in the separate shipment. Solex retains the right to shop for and select the best rate available for any order placed. The delivery time is expected to be within five (5) to seven (7) business days in the Continental United States. All other delivery expectations are to be no less than seven (7) and no more than twenty (20) days. Solex is not responsible for any delays based on travel restrictions, strikes, natural disasters, or any other declarations posted by the delivery method used. All orders are shipment contracts.