

Ceiling Fans

SOLENT RETURNS POLICY



No Hassle Guarantee

Our number one goal is for you to be completely satisfied with your purchase. That's why we offer a no-hassle guarantee.

Inspect your delivery

Check that the outside packaging is not damaged and that the contents match your order/invoice.

Retain all packaging

Should you need to return your purchase, you will need to do so in its original packaging.

Had a change of mind?

Step 1: Should you wish to return your purchase, you can do so within 7 days from date of purchase. Send us an email on info@solent.co.za and ensure that your order number is the subject of the email.

Step 2: We will contact you to approve and arrange your request.

Step 3: Pack your items in the original packaging and send it back to our factory.

Step 4: Returned goods will be inspected.

Step 5: Note that all returns will incur a 10% handling fee.

Step 6: Total amount payable less the handling fee and less the shipping cost (if applicable) will be refunded to you within 15 days.

Exchange for a different product?

Step 1: Email info@solent.co.za with your intention to exchange your purchase and ensure that your order number is the subject of the email.

Step 2: We will contact you to approve and arrange your request.

Step 3: Pack the item/s you are exchanging in the original packaging and send it back to our factory.

Step 4: Returned goods will be inspected.

Step 5: Note that all returns will incur a 10% handling fee.

Step 6: Total amount payable less the handling fee and less the shipping cost (if applicable) will be refunded to you within 15 days.

Is your order missing a part/s?

Step 1: Email us at Info@solent.co.za with a full description of what is missing. Ensure that your order number is the subject of the email.

Step 2: We will contact you and will arrange for the missing part to be replaced, at no cost to you.

Damaged/Faulty Product

Step 1: Fill out in full a Faulty Fan Report and email the completed report to Faultyfans@solent.co.za

Step 2: Ensure that your order number is the subject of the email.

Step 3: We will contact you and arrange for a qualified technician to assess and repair your fan or alternatively we will courier a new fan to you as quickly as possible.

Step 4: The faulty fan is to be returned to us, pack the fan together with all components in the original packaging and we will arrange for it to be collected from you, at our cost.

Factory Address

Unit 9
25 Marseilles Crescent
Briardene
Durban
South Africa

NB: Under no circumstances may a ceiling fan be returned without prior authorisation from Solent Trading cc. The receipt of purchase, or invoice number must accompany authorised returns. The fan to be returned must be properly packed to avoid damage in transit.