

WARRANTY & RETURN

We hope you have enjoyed your online shopping experience with Sungoldpower. Please read below for more information about our warranty and return policies.

WARRANTY PERIOD

The warranty period for Sungoldpower products is 24 months. In each case, the warranty period is measured starting on the day of purchase by the original consumer purchaser. The sales receipt from the first consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period.

Our products come with 30 days return policy. Within the return period, Sungoldpower will pay the shipping costs of the returned item(s) for the following reasons: carrier damage, defective product, product inconsistent with advertisements, incorrect product received, or for any extra product you did not order. For all other reasons, customers are responsible for shipping fees.

LIMITED TO ORIGINAL CONSUMER BUYER

The warranty on Sungoldpower's product is limited to the original consumer purchaser and is not transferable to any subsequent owner.

EXCLUSIONS

Sungoldpower's warranty does not apply to:

Misused, abused, modified, damaged by accident, or used for anything other than normal consumer use as authorized in Sungoldpower's current product literature.

Attempted repair by anyone other than an authorized facility.

If any modified products received will be returned to you at your expense.

REPLACEMENTS

Sungoldpower will replace any Sungoldpower product that fails to operate(within 30 days). A replacement product assumes the remaining warranty of the original product.

If you want to replace one of the damaged parts, please contact us to arrange to send the replacement part. (under warranty)

RETURN

Sungoldpower offers a 30-day money back guarantee for goods purchased directly from Sungoldpower.com. We are confident that you will love your new Sungoldpower product. However, if for any reason you are not fully satisfied with your purchase, you may return your products within 30 days as long as they are new, undamaged, and unmodified. We cannot guarantee that your item will be accepted for a refund or exchange if it does not meet these requirements. If you are unsatisfied for any reason, simply let us know within 30 days. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Once we receive the product and confirm the validity, we will refund the full purchase price. Return requests outside of 30 days require special authorization.

Before returning, please send an email to sales@sungoldpower.com to contact our Customer Service Team.

PLEASE BE PREPARED FOR THE FOLLOWING INFORMATION:

Order number

Video or photo of the faulty product (if applicable)

The item with the original packaging.

REFUNDS (IF APPLICABLE)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

If you have any further questions, please send an e-mail to sales@sungoldpower.com