



Solent

C E I L I N G F A N S

A breath of fresh air

Solent Online Buying 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

Prior to signing the receipt from the courier. Check that the outside packaging is not damaged and that the contents match the Delivery Note.

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: Email Orders@solent.co.za with your intention to return your purchase within 7 days from date of purchase. 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 and a handling fee will be determined.

Step 5: Total amount payable less the handling fee (if applicable) and less the shipping cost will be refunded to you within 15 days.

NB: All specialised orders will incur a handling fee.

Exchange for a different product?

Step 1: Email Orders@solent.co.za with your intention to exchange your purchase. 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: Go to our online store www.solentonline.co.za and purchase the other product/s you want. We will ship your purchase to you within the specified time frame.

Step 4: Pack the item/s you are exchanging in the original packaging and send it back to our factory.

Step 5: Returned goods will be inspected and a handling fee will be determined.

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

NB: All specialised orders will incur a handling fee.

Is your order missing a part/s?

Step 1: Email us at Orders@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: Email Orders@solent.co.za with a full description of the damaged/faulty fan. Ensure that your order number is the subject of the email.

Step 2: 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 3: 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