



# SOLTEC HOLDINGS, LLC

## Terms and Conditions

### **Payment**

All payments are due "Net 30" from date of invoice. If a payment is not received or payment method is declined, the seller has the right to add an additional monthly fee of 2.5% to the total amount of the invoice received by buyer after 60 days. If no payment is received, seller has the right to cancel or place on hold any additional PO's.

### **Shipping Policies**

SOLTEC pricing is offered FOB Tucson. Buyer is responsible for shipping. Buyer shall supply shipping information with the PO. Seller will verify information and ship accordingly will agree as part of the order confirmation.

### **Refund/Return Policy/RMA Policy**

Items are entitled to be refunded or returned based on complaint. If an item is damaged during shipping, buyer shall send SOLTEC proof of damaged items. If the damage occurs to be a packaging issue, a replacement item will be sent free of charge. If the damages show to be a shipper issue (boxes are damaged) buyer shall be responsible to claim shipment by shipper. Buyer is responsible to inform SOLTEC within 72h after receiving of goods. SOLTEC will issue an RMA number if an item is unsatisfactory; a written explanation is needed before the item may be considered for a refund. Buyer must take into account the description of the item before requesting a refund. If the item matches the description by the seller and the buyer is unsatisfied, seller is not responsible for refund.

### **Cancellation**

An item may be cancelled by buyer before SOLTEC issues order confirmation. If order is in production process and order gets canceled, buyer has to buy all finish goods.

### **Complaints**

Any complaints may be sent to our support team: [info@Soltecaz.com](mailto:info@Soltecaz.com) or (520) 661-3898. There is no guarantee of a resolution. Each case will be looked at individually, and the seller will be in contact as well.

### **Legalities**

The seller is not responsible for any health or safety concerns once the buyer has received the item. If any harm is incurred from the items purchased by the buyer, the seller shares no responsibility.

These terms and conditions are subject to change.