

## Return Policy

If you are not satisfied with our items and want to return to us, please contact [sales@optigenerators.com](mailto:sales@optigenerators.com) for a Return Material Authorization (RMA) number within 7 days of receipt of the product before you arrange for returns. We **DO NOT** accept any return without EMA number. Non-authorized returns will be refused and sent back to YOU at your cost. Customers will be charged **25% restocking** fee for the opened non-defective item returns within 7 days of receipt.

All items must be returned in 'as-new' condition, in any original packaging and with all warranty cards, manuals and accessories. Failure to return items in this condition will affect the value of the refund. If your items are damaged in shipping, you must report us any shipping damage within 48 hours of delivery, so we can help process the appropriate claims with the shippers immediately.

Customers are responsible for all return shipping charges incurred. Shipping and handling fee is **NON-REFUNDABLE** under any circumstances.