



SOLOS GROW SHOP
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Dear customer, in an unlikely case you should need to return the product, please fill in the return form, pack the product appropriately to avoid any damage caused by transportation. Please note, that items received damaged, smashed or modified in any way will void the warranty.

Product name/description	Invoice No.	Date product was received DD/MM/YYYY	Description of the problem	Remedy requested

Upon receipt of the product, the buyer has to check the product immediately upon any damage that might be caused during transportation. Should you find any sign of damage caused during delivery, contact us as soon as possible as carriers have limited timeframe to lodge a damage claim. Unless we are informed of the damage caused by transportation in due time the damage can not be claimed neither as minor nor as a major problem. Test the product immediately on receipt to ensure the product is functional and does not have any defects. Keep the packages including shipping boxes to help you in an unlikely case of return. Should you come across any problem, contact us immediately, we will help you to resolve the issue.