

Return & Refund

Thank you for shopping with Renogy! Our goal is 100 percent customer satisfaction! But in the event something isn't quite right, we've made the return process super easy.

Order Cancellation

Customers can cancel transactions any time before Renogy begins the shipping process. The shipping process typically begins within 30 minutes of placement of the order. If unable to cancel an order before shipping, customers can make returns in accordance with Renogy's Return Policy.

Returns

Items purchased from Renogy can be returned within 30 days of delivery. *Please note that Renogy will not accept returns beyond 30 days of delivery (this excludes returns for defects or quality issues which can be accepted after inspection and approval by Renogy).*

Renogy 30-Day Return Policy

For returns of products purchased online at Renogy.com, customers need to contact Renogy Customer Service within 30 days of receiving the item to initiate the return process. To be eligible for return, items must be in the original packaging¹, unused, undamaged, unmodified, and have a return authorization number² provided by Renogy. If the product(s) returned does not meet our requirements, the return request will be rejected.

Proof of purchase must be provided by the customer to begin the return process. For approved returns, customers must ship the items back at their own expense. Renogy will issue a Return Material Authorization (RMA) number, and the customer must clearly mark the RMA number on the package.

Note: Due to the characteristics of lithium batteries, for the following models: RBT12100LFP, RBT12200LFP and RBT12300LFPSH, the 30-Day Return Policy does not apply. Instead, we offer a 7-day unconditional return and exchange policy. Upon customers receiving package, we kindly advise keeping the original packaging handy for any potential future needs.

For Renogy products purchased from other authorized retailers or sellers, please contact the seller where the item was originally purchased.

¹ Original packing: it should be the original container or covering which is used to package the product, including all accessories, attachments as well as manual, etc.

² Return authorization number: customer needs to first contact Renogy customer support team for getting the RMA number before returning the order.

Shipping Costs

Shipping costs for product returns will be paid by Renogy under the following conditions:

- Product was damaged during delivery or warehouse handling
- Product defects
- Incorrect product was delivered
- Product(s) delivered were not ordered by the customer.

The customer is responsible for any return shipping costs when the product is returned under any other conditions. Renogy does NOT accept returns sent using cash on delivery if the return is due to customer reasons.

Furthermore, Renogy does NOT accept returns of items that have been modified in any way. Any modifications will render the Renogy warranty null and void. Any modified products returned to Renogy will be shipped back to the customer at the customer's expense.

Refunds

- For returns related to customer preferences (not related to defects, shipping damage, or wrong product delivered), a 10% to 15% restocking fee will be charged.
- After receiving the returned item, Renogy will issue a refund within 7 to 10 business days. Renogy will notify the customer by email once the refund has been processed. If the refund isn't received after 10 business days, please contact the Renogy Customer Service Team. All returned items will be inspected to ensure they meet Renogy's Return Policy.

Product Return Process

1. To request authorization for a return, please first contact Renogy Customer Service. Upon contacting Renogy, customers will be required to provide the reason for the return along with a receipt or proof of purchase.
2. The Renogy Customer Service Team will determine whether the purchase is eligible for return. After confirming the order is eligible, Renogy will issue a Return Material Authorization (RMA) number. The customer must clearly mark the RMA number on the package and arrange for shipping the item.
3. For products being returned due to quality issues, which are beyond the 30-day return period but within the warranty period, Renogy will provide instructions on how to properly package the product to return it safely. Do not ship the product before receiving the proper shipping safety instructions.

Note: Do not return any items without the RMA confirmation from the Renogy Customer Service Team. For returns without RMA confirmation, the refund or replacement will not be processed, and the items will be returned to the sender.

This policy applies only to Renogy products purchased in Australia through Renogy's authorized sellers and channels.