

## **Return Policy**

Most new, unopened merchandise sold by Solaris Rising, Inc., (“Solaris”) through this website can be returned within seven (7) days of purchase unless noted in our Return Policy Exceptions. Returns for purchases with valid proof of purchase will be exchanged, refunded in cash, credited to your account or refunded via credit card as determined by Solaris. Refunds will be issued to the original form of payment (credit card, PayPal, etc.), unless noted in our Return Policy Exceptions. Returns for purchases made with a gift card or a Store Credit will be refunded as a Store Credit.

If you're missing your receipt, we may be able to locate it in our system. Receipts for purchases made with a credit or debit card or by check may be located in our system within thirty (30) days of purchase.

Written copies of Solaris Return Policy will be provided upon request.

### **Start Your Return**

- Start Your return via Phone by calling 916-538-2248.
- Start Your Return via Mail by sending request to PO BOX 970 Orangevale, CA 95662.
- Start Your Return via email by emailing [sales@solarisrising.com](mailto:sales@solarisrising.com).

### **Return Policy Exceptions**

#### **Damaged Items, Shortages and Missing Parts**

- If an order arrives damaged or incomplete or is in need of replacement parts, contact Sales Customer Service at [sales@solarisrising.com](mailto:sales@solarisrising.com) within seven (7) days of delivery for resolution.

#### **Non-Returnable, Non-Refundable Items**

- Gift Cards or Store Credit
- Event Tickets, if within thirty (30) days of the event
- Product Samples
- Custom Made Items
- Returns for purchases made with a Store Credit or gift card will be refunded as a Store Credit. Registration of Store Credit may be required.
- Returns made without a valid sales receipt may be refunded as a Store Credit at the lowest advertised price.
- Cash and cash equivalent purchases exceeding \$500.00 may be refunded by check sent from Solaris’s corporate office
- Special Orders