

Return Policy

RETURNS INFORMATION

Please open and inspect your order within 2 days of receipt. If you need to initiate a return please send an e-mail to orders@essnrg.com or call 877-377-4674 for a return materials authorization (RMA) number prior to returning products. Returns sent COD will not be accepted.

General Item Returns

- Eligible Time Period: 30 days from order date
- Non-Eligible Items: Kits or any component of a kit that are not in original condition.

We want you to be satisfied with the products purchased from us, but are unable to refund products that have been installed, for which the original packaging has been destroyed, or that are otherwise not in original condition and resalable. You are responsible for the return shipping cost as well as returning products in a safe, unbroken condition, so please pack returns carefully. Upon receipt a credit equal to the product purchase price will be issued to you within 4-6 weeks of receipt of the returned goods.

Incorrectly Shipped Orders

- Eligible Time Period: 2 business days from delivery date

Depending on the original method of shipment we will either issue a Fed Ex Call Tag or send a prepaid return address label for you to return the incorrectly shipped merchandise. We will ship a new order for the correct merchandise promptly.

Damaged Item Returns

- Eligible Time Period: 2 business days from delivery date

If an order has arrived damaged, you should notify both ESS and the carrier within 2 business days. All packaging should be kept because the carrier may choose to inspect the damaged goods and shipping box at the delivery address. ESS will issue a credit to the customer pending confirmation from the carrier. We may or may not request return of the damaged goods. If we do request that the goods be returned ESS will either issue a shipping call tag or provide a prepaid return address label to be used for returning those items damaged in transit.