

SENS Return and Restocking Policy

1. Scope

This Policy governs all Customer-initiated requests to return products to Stored Energy Systems, LLC (“SENS”) for credit, replacement, or refund. It applies to all SENS products unless otherwise specified by contract.

2. General Conditions for Return

- All sales are final unless SENS provides prior written consent to return goods. If, in
- SENS’s sole discretion, SENS authorizes a return, the terms in this Policy will apply.
- Returned goods must:
 - Be new, unused, and in original packaging.
 - Include a valid Return Material Authorization (RMA) number issued by SENS.
 - Be shipped freight prepaid to SENS’s designated location.
- Unauthorized or freight-collect returns will be refused.
- Products manufactured to custom specifications, configured systems, or integrated engineered assemblies are not returnable except as expressly agreed in writing by SENS.

3. Inspection and Credit

- Returned goods are subject to inspection and functional testing.
- Credit will be issued only for items deemed resalable and in original condition.
- Damaged or altered goods may be rejected or credited at a reduced value.

4. Restocking Fee Schedule

Product Family / Category	Restocking Fee (% of Sales Price)	Return Eligibility Window from Shipment
NRG, MicroGenius 2	20 %	30 days
EnerGenius IQ, BBS, MicroGenius S2, S4	45 %	30 days
EnerGenius DC, MicroCab	70 %	15 days
PowerCab, PowerRack, Engineered or Integrated Systems	Not returnable	-

SENS reserves the right to revise restocking fees or product-family classifications without notice.

5. Exceptions

- Returns due to SENS error (e.g., incorrect shipment, DOA) are not subject to restocking fees.
- Returns of obsolete or discontinued products are subject to review and may be declined.

6. Policy Control and Updates

This Policy is maintained under SENS document control and may be updated periodically. The latest revision controls and is available at www.sens-usa.com/return-policy

End of Document

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