

TERMS AND CONDITION FOR SOLAREX

1. Delivery information

We will try our level best to deliver your product (s) within 5 working days (After invoicing), applicable to both online and showroom purchases.

Our Logistic team will contact you prior to delivery. Our delivery team is operational from Monday to Friday 09 00 to 16 00.

For online orders to be collected in showroom, our team will confirm the payment and product availability of the stock before processing your order(s).

For delivery queries, you may contact our delivery team on 235 0250 or online team on 234 1500 or drop us an email on info@solarex.mu. Please provide your order number to facilitate the tracking.

Home delivery charges - Online

Orders above Rs 25,000 **Free delivery**

Note that for all purchases (on www.solarex.mu) we will do delivery (for all purchases above Rs 25,000).

2. Conditions for delivery:

We offer delivery ground floor only.

- In the event where our delivery team is required to go one floor up, we should be informed at time of purchase in showroom or online by clearly mentioning it in your online order.
- Staircase and/or doors must be wide enough to allow easy movement of appliances.
- We shall not be held responsible for any damages to product or surroundings.
- Delivery on first floor is subjected to conditions.
- For upper floor additional cost on delivery.
- Should we be requested to deliver at a multi-storey building/apartment, an elevator must be available on site.

3. DELIVERY FAQs

WHAT ARE THE HOME DELIVERY CHARGES FOR ONLINE PURCHASES?

All orders above Rs 25,000 will be delivered FREE OF CHARGE to the shipping address. No delivery will be made under Rs 25,000. Kindly note that for all purchases (on www.solarex.mu) we will proceed to home delivery.

DO I NEED TO BE THERE TO SIGN FOR DELIVERY?

Yes. We strongly advise the person whose name appear on the order confirmation or the invoice to sign the required documents upon delivery. Signatures by a third party can require you to call in one of our showrooms to redo the signature.

DO YOU DELIVER ON SUNDAY & PUBLIC HOLIDAYS?

Our delivery team doesn't work on Saturday, Sundays and public holidays. However, collection in showroom is available during our operating times. Check our opening hours.

Monday - Friday: 9.00 am – 16.00 pm

Saturday, Sunday & Public Holiday: closed

4. WHAT IS THE DELIVERY TIME AFTER COMPLETING MY ORDER?

Excluding peak seasons, your item(s) will be delivered to you within 5 working days (After invoicing). Our delivery team is operational from Monday to Friday 09 00 to 16 00. Please note that our Logistic Team will contact you prior to delivering your order. For orders to be collected in showroom, our team will confirm the payment and availability of the stock before processing your order(s).

Note that, there can be cases where an item needs to be collected from a showroom before being delivered to your delivery address. In this case, the delivery might take more than 5 days.