

Soligent Tesla Powerwall 3 Clamshell Return Policy

Effective September 30, 2026

This policy outlines the requirements for returning eligible Tesla Powerwall 3 clamshell packaging to Soligent and receiving a credit memo. All returns are subject to the requirements below.

IMPORTANT: A pre-approved Return Merchandise Authorization (RMA) is required before any pickup or delivery is scheduled. Returns received without an approved RMA are not eligible for credit.

1. Return Merchandise Authorization (RMA)

Customers must contact Soligent Returns & Logistics and obtain a pre-approved RMA before arranging a clamshell pickup or delivery. The RMA must be associated with the customer account that will receive the credit memo.

2. Return Eligibility

- Returned clamshells must comply with Tesla's current return requirements and Soligent's return policy.
- Soligent accepts clamshell returns only in multiples of 15 units (15, 30, 45, and so on).
- Returns that do not satisfy the applicable requirements may be rejected and deemed ineligible for credit.

3. Credit Memo Rates

Return Method	Credit Memo
Soligent-arranged pickup within 175 miles of a Soligent Distribution Center	\$80 per eligible unit
Customer-delivered return to a Soligent warehouse	\$100 per eligible unit

4. Credit Memo Terms

- Approved credits are issued exclusively as a credit memo to the customer's Soligent account.
- The program does not provide cash refunds, checks, or any other form of payment.
- Credit memos have no cash value and cannot be redeemed for cash.
- Credit memos may only be applied toward future purchases made through the customer's Soligent account.

5. Non-Transferable Credits

- Credit memos may be used only by the customer account associated with the original RMA.
- Credits may not be transferred, assigned, sold, or applied to another Soligent customer account.

6. Program Changes

Soligent reserves the right to modify credit rates, eligibility requirements, return procedures, or other program terms, or to discontinue the program, at any time. Any changes will apply prospectively to returns accepted after the updated policy takes effect.

7. Fraud Prevention and Enforcement

Soligent may deny, hold, reverse, or recover credits when it determines that a return involves misrepresentation, counterfeit or ineligible clamshells, manipulation of the program, or an attempt to circumvent these requirements. Soligent may also offset improperly issued credits against amounts otherwise credited to or due on the customer's Soligent account.

Before returning clamshells: Contact Soligent Returns & Logistics to obtain your RMA and confirm return eligibility.

For website publication, this policy should be reviewed whenever Tesla return requirements or Soligent program terms change.