Return and Refund Policy

Brand: Genasun, Blue Sky Energy

Product Type: GV-4 / GV-5 / GV-5-MOD / GV-10 / GVB-8 / GVB-8-WP / SB-KM / SB-KL / AR-2 / SC30 / SB3000i
SB1524iX / SB2512i(X)-HV / SB3024(D)iL / IPN Remote / IPN ProRemote / UCM / ProTouch

Models: All models of charge controllers (Lead-Acid and Lithium) and all versions -PCB

If you're looking to return or exchange your order for whatever reason, we're here to help! We offer returns within 30 days of purchase. You can return your product for a different product or a refund to the original payment method.

Please note the following exceptions to our return and refund policy:

- Charge controllers with a custom voltage (CV) cannot be returned or exchanged.

- The charge controller must be returned in original product packaging with all the parts.

- Returned items must have no visible signs of wear or use.

- Shipping costs paid when the order has been placed are not refundable.

To initiate a return, please complete the following steps:

1. Contact us to rga@sunforgellc.com providing your order confirmation # and which products you would like to return. We will contact you ASAP assigning you an RGA #.

2. We do not offer a prepaid return shipping label. Please package the unit properly and write the RGA # on the package well visible.

3. Ship the item back to us to the following shipping address:
SUNFORGE LLC
2598 FORTUNE WAY, SUITE K
VISTA, CA 92081

Additional Information:

How long it takes to receive the refund or replacement product? As soon as we received the item and determine that it meets our return conditions, we will process the refund to the original payment method. You will receive the refund within 3-4 days.

Do I have to pay shipping or restoking fees? You must pay the return shipping cost. We do not apply any restocking fee unless there are signs of damage.

Lost or damaged returns. We are not responsible for damaged or lost packages.

If you have more questions, please contact us at info@sunforgellc.com.

Sunforge Team