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Soci Return Policy

SOCI prides itself on its customer service and product offering. Customer satisfaction is very important to us, and we want to ensure each customer is pleased with their purchase. If for some reason you find yourself disappointed with your purchase and the item does not fall within the parameters of the product warranty, the following policy is in place:

- 1-30 days: 25% restock fee
 - 31+ days: No returns, no exceptions
- *Note- days from shipment date

Please note that material must be suitable for resale, in original packaging with no additional labels or markings on the branded packaging, and shipped at the customer's expense. Installation constitutes acceptance and Soci is not responsible for labor costs associated with removal and reinstall. No returns are accepted on discontinued material.

Please contact returns@soci.design to begin the returns process.

For all approved returns, a Return Authorization will be provided once the claim has been approved. Our returns team will advise if the items are to be shipped back to the Soci Warehouse or destroyed on-site. All Return Authorizations (RMA) are only valid for 30 days. All return shipments must be packaged safely and securely to ensure no damage in transit. Any returns received without a Return Authorization will not be processed. Shipment notifications including a tracking/PRO number must be sent to returns@soci.design. The return shipment must include the RMA number in the reference field as well as a copy of the Return Authorization with the physical shipment. A similar packing list which references the RMA on it can also be used in place of a copy of the Return Authorization.

If replacement material is required, replacement orders will be processed once the return authorization has been provided. Please note that shade replacement or material availability cannot be guaranteed.

Once returned items have been received, or upon authorization of on-site destruction, a credit memo will be added to the customer account. Customers are to advise Soci Accounts Receivable, ar@soci.design, on how to apply the credit.

For any questions at all regarding this process, contact returns@soci.design.