



# Return Policy

## *SOTA Return Policy*

- Products that are unused (accessories and units) can be returned for a full refund, less shipping charges, within 30 days.
- Units that have been used but are in as new condition can be returned for a refund within 30 days. A restocking fee will apply.

The minimum restocking fees are:

- Silver Pulser & Bio Tuner – 20%
- Magnetic Pulser, Water Ozonator & LightWorks – 15%
- LightWorks Pad - 50% once opened
- Accessories: The personal nature of accessories means, once used, they cannot be returned for refund.
- Original shipping charges as well as return postage and insurance on the item(s) are non-refundable.
- All returned items require a Return Merchandise Authorization (RMA) number. Please contact us for an RMA number and return instructions before returning any product.