

Get an instant ballpark solar estimate using satellites!



## SHIPPING POLICY

### Delivery Time

Most orders are shipped within 1-2 business days from the date the order was placed.

Some orders are shipped direct from the manufacturer and may be delayed in their shipping process. In other cases, some orders are sent from multiple locations and may require that we ship items from the same order in more than one box/pallet using separate trucks.

Custom products or specialty items that are made to order may also require additional lead time for delivery depending on the manufacturer's production schedule and location.

Please verify your shipping address before you submit your order to ensure the quickest possible delivery.

### Pricing

Your order's shipping cost is automatically calculated upon checkout based on your company location in our records. In case your order location is different from the State indicated in the shipping method line, please adjust it and if you don't find the correct State, we will make the change for you and ask for your approval to the change.

Your order shipping cost already include the following services:

- Residential Address Delivery
- Liftgate Service

Some shipping quotes given online are not necessarily accurate and may need to be recalculated manually. This most commonly occurs with orders shipped outside the 48 contiguous states, or to APO/FPO addresses.

In the event of any additional shipping charges or alterations to your shipping total, we will attempt to contact you and your order will be held pending your approval of any changes.

Software doesn't require shipping costs. When ever you buy software please use the coupon code available on the item page in order to

0



eliminate the shipping costs. Anyway, we will make sure you are not charged for shipping for those software items during the order approval process and will cancel any false charge.

**International Shipments:**For international orders, Switch Solar USA offers DAP Incoterms unless agreed otherwise. Switch Solar USA will deliver to your local port or final destination, but customers will be responsible for customs clearance, including all duties and taxes. Alternatively, we can deliver to your freight forwarder in the United States, and they can handle the import for you. Please note that transportation charges will apply for all international shipments.

### **Freight/Parcel Insurance**

Every order or proposal has an automatically calculated freight/parcel insurance cost added in. This provides protection against any loss or damage occurring in transit to the customer destination. If any damage or loss incurs, orders that have freight insurance will have replacement material shipped out within 2 days of a claim being filed with Switch Solar USA. Information for filing a claim with Switch Solar USA can be found below in the FILING A FREIGHT CLAIM section.

If you choose to opt out of paying for freight/parcel insurance, you will forfeit these protections and be required to file a claim with the freight carrier directly to obtain reimbursement. To receive replacement material, the equipment will need to be purchased at customer's expense.

### **Delivery Damage Or Discrepancies**

Upon receipt of your order, please be sure to inspect your shipment for any damage, and compare the Packing Slip against the items you received. If you find any discrepancies or damage, you MUST report and include it in the on Delivery Receipt.

Any damage claims not noted on Delivery Receipt cannot be processed. By signing the Delivery Receipt, you agree that the shipment arrived in good condition without any damage and waive any future claims, so make sure to inspect for any discrepancies before signing for the delivery. If someone else is signing for the delivery, make sure they know how to inspect the shipment and are aware of our shipping policy. The driver must wait until you sign the Delivery receipt. If driver is unwilling to wait while you inspect everything, mark on delivery receipt "Concealed Damage Possible."

Damage on the items or any discrepancies between the packing slip and what you have received must be reported to Switch Solar USA within 48-hours of delivery.

### **Inspect Delivery**

Before signing for a package or freight shipment, it is your responsibility to inspect the delivery for visible signs of damage or missing items.

Look for the following:

- Torn or punctured cardboard or stretch wrap
- Broken or crushed corners
- Broken pallet
- Module stack askew or shifted on pallet
- Missing the "Do Not Stack" pyramid on module pallet
- Verify that the Packing Slip matches the items received in the shipment



If damage is found:

Immediately write description of damage/any other discrepancies on the Delivery Receipt and inform the Driver. Note: Do not refuse the delivery. Doing so may result in being held responsible for the return freight charge.

**Important Note:** If damage is not recorded and brought to the driver's attention, the carrier will not honor any damage claim filed so make sure to inspect your shipment carefully.

### **Shipping Replacements:**

1. If your order has freight/parcel insurance, file a claim on our website under My Account. Please make sure you file the claim under the Sales Order. We will evaluate the claim and determine a resolution in two business days.
2. If you opted out of the freight/parcel insurance, replacement orders can be placed directly with Switch Solar USA at customer's expense.

### **Shipping Methods:**

For most orders, we ship using our logistics department and partners for domestic shipments within the 48 contiguous States.

Freight Shipments:

LTL Carriers selected at Switch Solar USA discretion

Typical service time within California is 1-3 days and 4-6 days to all other States (lower 48 only)

Standard INCO Terms: EXW

### **IMPORTANT NOTES:**

If you are not present at the agreed time and location of delivery, you may be charged a re-delivery fee equal to your shipping charge.

If the shipping address is changed mid-shipment, freight carriers charge a Re-consignment Fee that ranges between \$70-\$400, so please ensure you double check the address for accuracy before making payment to avoid extra charges to your account.

Small Parcel Shipments:

UPS, USPS, FedEx selected at Switch Solar USA discretion

Standard Ground Rates apply, unless expedited methods requested specifically by customer.

### **Filing a Freight Claim:**

1. If you opted in for Shipping Insurance: Please file your claim within 48 hours of delivery online at [www.switchsolarusa.com](http://www.switchsolarusa.com) under My Account using the "New Shipping Claim" link under the Sales Order you are filing a claim for. Include images of the damage and the signed delivery receipt noting the damage.
2. If you opted out of Shipping Insurance: You must file the shipping claim with the shipping carrier directly. Online forms can be found on specific carrier's websites.

0



## Shipping Specials

On occasion, Switch Solar USA may offer shipping promotions, such as free or discounted shipping. Whether immediately stated or not, these specials are only available within the contiguous 48 states and always exclude Hawaii, Alaska, and any of the US territories outside the continental United States.

## Warranty Policy

If you have received a defective product, please review the manufacturer information included with your new product. Should your product fail, please contact us and we will assist you in submitting a claim to the manufacturer.

## Contact

If you wish to contact us with any further questions, comments, or concerns, please visit our [Contact Us](#) page.

