

IMPORTANT INFORMATION – PLEASE READ!!

Freight Shipments:

YOU MUST THOROUGHLY INSPECT ALL FREIGHT SHIPMENTS FOR DAMAGE BEFORE SIGNING!

This means removing the packaging from the pallet(s) and inspecting each item on the pallet(s). There is always a chance that even though the packaging looks perfect there is hidden damage! You are responsible for inspecting the shipment.

If you sign for a shipment that is damaged without first making a note on the Bill of Lading (BOL) we will not be able to replace or reimburse you for the damaged equipment. If the shipment looks like it may have hidden damage you must note that on the Bill of Lading before signing, regardless of what the driver tells you.

You have a maximum of 30 minutes to inspect each shipment. You will be charged \$44 per 15 minutes after 30 minutes. If this is not enough time, sign the BOL with “Possible hidden damage”.

If a shipment arrives damaged, or if you have any concerns please contact us right away so we can help.

(This is how your shipment looks when it leaves our facility)



United Parcel Service (UPS) and United States Post office (USPS) shipments:

If you receive a package or an item that is damaged, please contact customer service as soon as possible. You **MUST** save all the original packaging including the shipping label. Without the label and original packaging, we cannot file a damage claim, which prevents us from replacing your shipment.

The claim process **MUST** be started within 30 days after delivery of the shipment. If you wait too long to contact us, we may not be able to replace or reimburse you for the damaged item(s).

Warranties & Returns:

We have a 30 day return policy. If you are not satisfied with your purchase, you may return it within 30 days for a refund.

If you return an item that originally shipped for free you will be responsible for the original shipping charge that we covered. The shipping charge will be deducted from your refund total.

Used items, damaged items, cut wire and cable, special order items, custom built items, clearance items, and custom built NAWS power panels are non-returnable.

When returning an item, you must provide us with all the original packaging, documentation, and parts.

Shipping charges are not refundable unless the return is due to our mistake.

You must get an RMA (return merchandise authorization) number before sending anything back. That number should be clearly visible on the outside of the shipping package. Do not mark the equipment package. If you mark the equipment package, we will not accept your return. You can get an RMA number by emailing windsun@solar-electric.com or by calling customer service at 800-383-0195.

Return Address:

Northern Arizona Wind and Sun

3695 E Industrial Drive

Flagstaff, AZ 86004

Contact information:

928-526-8017 - 800-383-0195 - windsun@solar-electric.com