

IMPORTANT INFORMATION – PLEASE READ!!

If you choose a free shipping option, please note we reserve the right to ship via UPS, USPS, UPS Surepost or LTL Freight (signature may be required).

If you require a specific shipping method you must notify us before your order ships.

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.

Most freight carriers allow a maximum of 30 minutes to inspect shipments.

The freight claim process must be started within 14 days after delivery of the shipment.

If a shipment arrives damaged, or if you have any concerns please contact customer service right away.

Important Notice: Orders shipping via LTL (truck) freight to an address with a dirt road leading to the delivery location may not be serviced by our freight carrier. This is beyond our control. The delivery driver and freight company will make the final decision as to whether the road is safe to drive on or not. If the road is deemed to be unsafe, a new agreed upon delivery location such as a paved road, or the carrier's local service center will have to be arranged with the freight company. You will still be responsible to thoroughly inspect the shipment at the agreed delivery location before signing for the shipment. Please call our customer service department at 800.383.0195 option 2 for more information.

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 UPS/USPS claim process must be started within **30 days** after delivery of the shipment.

Return Policy:

Merchandise, except for products that were specially ordered and/or assembled for the customer, may be returned within 30 days of the receipt of the product. All returns are subject to a 15% restocking fee. Customer is responsible for paying return shipping of the product.

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 non-refundable unless the return is due to our mistake.

Lithium battery returns:

- Ground Shipments: (UPS, FedEx) In order to return lithium batteries, the shipper must be hazmat certified. This can make returning lithium batteries very difficult.
- Freight returns: You would need to contact your freight carrier regarding hazardous shipments.

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@wind-sun.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: 800-383-0195 - windsun@solar-electric.com