

SHIPPING POLICY

All SOLARHOT shipments are sent F.O.B. shipping point. For clarification of the terms please see http://en.wikipedia.org/wiki/FOB_%28shipping%29.

SOLARHOT provides shipping logistics and support as a service to our customers. As a service we have developed the following guidelines that must be adhered to to insure the customers interests are protected in seeking resolution in any shipping issues.

Upon receipt of your delivery, please unpack and inspect your shipment. If you discover a problem with the delivered goods such as damage (visible or concealed), or a shortage/excess from your P.O., please contact us immediately, so we can help you file a claim with the carrier, if applicable.

SHORTAGES

Shortages must be reported within **48 hours of delivery**.

VISIBLE DAMAGE

If the packaging, containers, boxes, bundles, or packing material show visible signs of damage upon delivery, **you must note this on both your copy and the freight carrier's copy of the freight bill** before signing the receipt of goods document. If you choose to accept the shipment and not send it back to SOLARHOT you will be responsible to file all claims directly with the Freight Company, not with SOLARHOT.

CONCEALED DAMAGE

Concealed damage must be reported to the carrier within **36 hours of delivery**. Beyond this time frame, you will have no recourse with the carrier for a Concealed Damage freight claim.

RETURN SHIPPING POLICY & PROCEDURE

You **MUST** obtain a Return Material Authorization (RMA) # prior to returning items to SOLARHOT. Items returned without an RMA # will be refused. In order to obtain an RMA, please contact the Morrisville, NC location, as listed above. Returns must be shipped with freight pre-paid and insured via the carrier of your choice, and must arrive at SOLARHOT within 30 days of delivery. A 15% restocking fee is assessed on all return orders.

FFA

SOLARHOT offers FFA (free freight allowance) terms for customers that place orders in excess of \$25,000 for a single shipment. In order for the terms to apply, the entire order must be shipped in a single shipment so SOLARHOT can take advantage of economic shipping terms. These terms are only good for shipments within the continental United States. Since the entire order must be aggregated into a single shipment, there may be extra lead-time associated with aggregating the order. Check with customer service at the time of the order.