

## Returns, Damage and Claims Policy



Each order is checked for accuracy, packaged according to industry standards, and shipped using the best carriers available. However, occasionally mistakes do happen. To expedite resolutions to overage, shortage and damage (OS&D) issues, we encourage you to use the following guidelines.

### Inspect Delivery

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

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

If damage is found:

- Immediately write description of damage on the Delivery Receipt and inform driver.
  - Note: If damage is not recorded and brought to the driver's attention, the carrier will not honor any damage claim.
- If the driver is willing to wait, open the shipment and inspect items. Note any internal damage on Delivery Receipt and inform driver.
- Sign for Delivery and contact DC Power or Solar Depot within 48 hours to file claim.

### Verify Your Order

- Compare the items shipped with the Packing List included with your shipment and verify that your order has been received.

- If there is an overage or shortage of items, contact DC Power or Solar Depot within 48 hours to file a customer service claim. **Please do not wait until you start your job to verify the contents of your order.**

## Reporting OS&D

### For an Overage or Shortage claim:

- Immediately after inspecting your order, report any discrepancies between your packing list and the contents of your shipment.
- If you receive an item you didn't order or if you need to return an item you have received, contact Customer Service at (707) 992-3607 or file your claim online at [www.dcpower-systems.com](http://www.dcpower-systems.com) or [www.solardepot.com](http://www.solardepot.com) using the "[RMA Claim Form.](#)"
- You will be contacted by a customer service representative with the details of your replacement or return.

### For Shipping Damage:

- Immediately after reporting damage to the driver, contact DC Power or Solar Depot Customer Service at (707) 992-3607.
- You will be asked to send the following:
  - Pictures of the damaged packaging and product
  - Serial numbers for damaged modules
  - Copy of the Delivery Receipt and Bill of Lading
- Once the claim is filed with the carrier, you will be contacted by the carrier for the damage inspection. For a successful inspection, you must keep all original packaging and damaged product until the claim has been settled.
- We will expedite any order of replacement items for damaged product. Your account will be credited these items upon completion of the claim.

## Returning Product

If for whatever reason you need to return product you have purchased, please contact Customer Service to arrange the return of your items.

- Contact customer Service and provide your Invoice or Sales Order number for any unopened, new product in original packaging you wish to return, located at the top-right hand corner of the document.
- You will be provided an RMA Number to include on your shipment. **Your RMA Number must be visible to receive credit for your return.**
- Return your items to the nearest DC Power/Solar Depot warehouse. To expedite claims processing, email the tracking number for your return to Customer Service.

**N. California Distribution Center**

Attn: Customer Service  
 1200 Valley House Drive, Suite 150  
 Rohnert Park, CA 94928  
 (707) 992-3100 phone

**East Coast Distribution Center**

Attn: Customer Service  
 1250 Valley Brook Ave, Suite C  
 Lyndhurst, NJ 07071  
 (201) 804-7540 phone

**Southwestern Distribution Center Attn:**

Customer Service  
 555 South Promenade Ave, Suite 101  
 Corona, CA 92879  
 951-737-7652 phone

**Sacramento Distribution Center**

Attn: Customer Service  
 8540 Morrison Creek Drive  
 Sacramento, CA 95828  
 916-381-0235 phone

- Once we have received your return, your account will be credited for the original purchase price minus 15% restocking fee.

Please do not hesitate to contact your DC Power or Solar Depot representative with any questions.

Contact	Job Title	Phone Number	Email Address
Customer Service		(707) 992-3607	<a href="mailto:customerservice@dcpower-systems.com">customerservice@dcpower-systems.com</a>
Bruce Landry	Solar Depot and DC Power Warranty / Customer Service	(707) 992-3128	<a href="mailto:bruce@dcpower-systems.com">bruce@dcpower-systems.com</a>
David J. Bell	DC Power and Solar Depot Customer Service Supervisor	(707) 992-3154	<a href="mailto:david.bell@dcpower-systems.com">david.bell@dcpower-systems.com</a>