

**Solar Depot and  
DC Power Systems  
Will-Call Policy  
April 28, 2011**



Solar Depot and DC Power are here to provide our customers excellent customer service. Part of that goal includes making the time spent picking up orders at our warehouses as quick and seamless as possible. In order to provide timely order processing and pick up of product for will-calls at our warehouse locations, please note the following:

1. Orders can be placed:
  - a. By emailing your purchase order to [orders@dcpower-systems.com](mailto:orders@dcpower-systems.com).
  - b. On the DC Power/Solar Depot Dealer Website (contact your sales representative for a log-in and password).
  - c. By calling/emailing your sales representative.
  - d. By faxing a Purchase Order or signed quote to (707) 992-3199.
2. Indicate the shipping method as "Will Call" and note the desired pick-up date on the order.
3. Customers will receive an order acknowledgment from DC Power/Solar Depot to verify receipt of order.
4. Order acknowledgements are emailed immediately upon receipt of an order. Should you need another copy or to change an order, call or email your sales representative or Customer Service at (707) 992-3607.
5. All communication with Solar Depot and DC Power should be through your sales representative or Customer Service. Please do not contact the warehouse directly.
6. Customer Service will schedule will-calls 24 hours in advance to confirm pick up times. For Rush Orders (same or next day pick up) confirmation will be faster.
7. Changes to orders while on site are possible but may cause delays in order processing.
8. Our warehouses are commercial (not retail) facilities. Unannounced arrivals are discouraged. Rush services are available but receiving advanced confirmation prior to arriving at the warehouse is suggested.
9. Customers must be on site at warehouse between 8:00 a.m. - 5:00 p.m.
10. Please bring a copy of your Order Acknowledgement when picking up your order(s) for expedient processing
11. Customer is responsible for arranging for payment or credit in advance of the scheduled pick up date. The warehouse will accept checks, cash and credit cards.
12. Will-call orders not picked up within 10 days of the scheduled pick up date will be cancelled, may be charged a 15% restocking fee and returned to stock.

13. Note the warehouse can be a dangerous place. Customers are not allowed beyond the “Employees Only” area in the warehouse without being accompanied by a DC Power/Solar Depot Employee.
14. Bring any strapping or tie downs required to secure the load, as the warehouse does not have this material.

Should you have any questions regarding this policy or other topics, please do not hesitate to contact us at 1-707-992-3607 or [customerservice@dcpower-systems.com](mailto:customerservice@dcpower-systems.com).

### **Current locations:**

#### **N. California Distribution Center**

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

#### **East Coast Distribution Center**

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

#### **Southwestern Distribution Center**

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

#### **Sacramento Distribution Center**

8540 Morrison Creek Drive  
Sacramento, CA 95828  
916-381-0235 phone