

**DC Power Systems**  
**Will-Call Policy**  
**June 2, 2010**



DC Power is here to provide our customers with excellent customer service. Part of that goal includes reducing the time required to will-call orders at our warehouses. To facilitate timely order processing and seamless pick up of product 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 website (contact your sales representative for a log-in and password)
  - c. By calling/emailing your Sales or Customer Service 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 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, contact your Sales or Customer Service representative at (707) 992-3100 ext. 607
5. All communication with DC Power should be through your Sales or Customer Service representative. Please do not contact the warehouse directly
6. Please contact Customer Service to schedule the time and date of your will-call. Customer Service will contact customers within 24 hours of the order's scheduled will-call date to confirm pickup
7. Please be on time for your pickup. Notify Customer Service if there are any unforeseen delays in your arrival. Failure to arrive as scheduled without notification may delay loading
8. Changes to orders while on site are possible but may cause delays in order processing
9. 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 encouraged
10. Our warehouses are open from 8:00 a.m. - 5:00 p.m. from Monday-Friday (excluding holidays)
11. Please bring a copy of your Order Acknowledgement when picking up your order(s) for expedient processing
12. 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
13. 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

14. Note that safety is our primary concern in the warehouse. Customers are not allowed beyond the “Employees Only” area in the warehouse without being accompanied by a DC Power Employee.
15. 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:

	Customer Service	(707) 992-3100 x607	<a href="mailto:CustomerService@dcpower-systems.com">CustomerService@dcpower-systems.com</a>
Kelly Troche	Customer Service Supervisor	(707) 992-3175	<a href="mailto:Kelly@dcpower-systems.com">Kelly@dcpower-systems.com</a>
Kari Anderson	Order Entry Supervisor	(707) 992-3107	<a href="mailto:Kari@dcpower-systems.com">Kari@dcpower-systems.com</a>
Mathew Amandoli	VP of Sales	(707) 992-3129	<a href="mailto:Mathew@dcpower-systems.com">Mathew@dcpower-systems.com</a>
Kindera Raggio	Credit and Accounts Receivable	(707) 992-3114	<a href="mailto:Kindera@dcpower-systems.com">Kindera@dcpower-systems.com</a>

**Current locations:**

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

New Jersey  
 Three Security Drive  
 Cranbury, NJ 08512  
 (608) 860-6444