

Shipping Claim Procedures

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Noted Damage or Shortage Claims

1. Note damages and shortages on the delivery receipt; be descriptive and include a good count.
2. Ask the driver to call to the Over, Short, or Damage Department for an exception number.
3. Take pictures of the damage and of the load in general.
4. Write, "Subject to Count and Inspection" on the delivery receipt if you do not have the time to breakdown and open all boxes.
5. Call the Solaro Energy Accounting Department to report damages and/or shortages AND email a copy of the delivery receipt to cs@solaroenergy.com.
6. You may reject the entire order if more than 50% is damaged or you may reject only the damaged units.
7. If you accept the damaged material, you must store it in its original condition for 60 days or until Solaro Energy gives you a disposition.

Concealed Damage Claims

1. Concealed damage must be reported to Solaro Energy within **3-5 calendar days** of receipt.
2. Notify the carriers Over Short and Damage Department immediately of product number(s) and damage count.
3. Immediately take pictures of the damage.
4. Call the Solaro Energy Accounting Department to report the damages and/or shortages.
5. Hold the damaged material in its original condition for 60 days or until Solaro Energy gives you a disposition.

UPS / FEDEX Damage or Short Claims

1. Cartons containing obvious damage should be rejected. If in doubt, reject it.
2. If you are accepting less than the total quantity, you must sign the number of packages you are accepting ONLY.
3. Write down all the tracking numbers. Be sure to note which tracking numbers were refused, shorted or damaged.
4. Call Solaro Energy Account Department to report the damages and/or shortages.
5. Hold the damaged material in its original condition for 60 days or until Solaro Energy gives you a disposition.

Please sign, date and email to cs@solaroenergy.com to acknowledge terms of claims.

Signature _____ **Date** _____