



Returns, Damages and Claims Policy

Though we work to ensure that each order is checked for accuracy, correctly packaged and adequately shipped, issues with shipments occasionally arise. There are several steps the customer can take to limit the occurrence of errors and catch those that do occur.

Order Inspection & Verification

- Before signing for delivery, it is the customer's responsibility to inspect the delivery for the **correct item count and condition**.
 - o Look for the following:
 - Torn or punctured cardboard or stretch wrap.
 - Broken or crushed corners.
 - Broken pallets.
 - Module stacks that shifted on the pallet.
 - Missing "Do Not Stack" pyramids on module pallet.
- Verify that the Packing Slip matches the items received in the shipment.
- If the driver will wait, we also recommend opening the shipment and inspecting items.
- If you are picking up, inspect the goods entirely before taking them from the terminal or pick-up location.
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IF DAMAGE OCCURS FOLLOW THE BELOW STEPS

- 1.) **Note any discrepancies in item count and any item damages on Delivery Receipt (BOL) and inform the driver immediately.**
- 2.) **Please do not refuse the delivery.** Refusing delivery may result in additional freight charges. If damages are severe; Advise the driver to send them back to the warehouse.
- 3.) **Text or email pictures promptly** of any damages and a copy of the BOL to our Logistics Claims Department at 760-597-0498 or rma@ecodirect.com

The process for reporting order discrepancies varies based on what the issue is. By following the steps above we can ensure that claims are processed in the most efficient manner possible. Please direct any questions not covered below to one of our RMA specialists listed at the end of this document.

Additional notes:

- If damage is not recorded and brought to the driver's attention, the carrier will not honor any damage claim.
- Please also indicate on the Delivery Receipt if the driver was unable or unwilling to wait to inspect the items within the shipment.
- After inspecting the order, immediately write a description of the discrepancy on the delivery receipt and inform the driver.

- After noting all discrepancies, please sign for the delivery.
 - Before filing a 'Freight Damages' claim, you must collect the following:
 - o Pictures of the damaged packaging and product.
 - o Serial numbers for damaged modules and inverters.
 - o A copy of the Delivery Receipt and Bill of Lading.
 - o A copy of the Packing Slip and Invoice.
 - Parcel and freight damages claims are handled differently.
 - o If this was a parcel shipment (e.g., UPS, FedEx, USPS)
 - Please file an RMA claim online at www.ecodirect.com using the "Product Return Form" within 48 hours of delivery.
 - Our agreement with our parcel shippers requires us to file parcel claims for our customers; these claims must be filed with the carriers as soon as possible to enhance the likelihood of success.
 - Once the claim is filed, please wait to be contacted by the shipping carrier or EcoDirect's RMA Department for the damage inspection.
- Note:** For a successful inspection, all original packaging and the damaged product must be maintained until the claim has been settled.

For Overage, Shortage, or Missing Items:

- After inspecting the order, immediately write a description of the item count discrepancy on the Delivery Receipt and inform the driver.
- Note:** Unshipped items will not appear on the Packing List and will automatically be shipped to the address on the order as soon as the product becomes available. It is not necessary to submit an RMA Claim for these items.
- For any overage, shortage, or missing item issues, please file an RMA claim online at www.ecodirect.com using the "Product Return form" within 30 days of receipt.
 - After reviewing the submitted form, one of our RMA Specialists will reach out to confirm the request
 - While submitting an 'RMA claim form, please indicate the need for a replacement order.
- Note:** In most cases, we require a signed agreement to pay for the replacement order before sending out the replacement product.

Returning Product

After filling out an RMA form, our RMA specialists will reach out to assist with the return of any undesired product.

- Note:** Certain items are non-returnable, including:
- Custom ordered items that are non-stocking items.
 - Non-stocking items that are drop shipped directly from the manufacturer.
 - Freight shipments are subject to approval and will require review.
 - Final sale items that are closeout, discontinued, or obsolete.

Please return to the assigned warehouse on your RMA packing slip. To expedite claims processing, email the tracking number for your return to our RMA department at RMA@ecodirect.com

- Please do not return any product without prior written authorization provided by the RMA Department.
- The RMA number provided by our team must be included and visible on the return shipment to receive credit.
- Note: We will only pay for return shipping if the order issue was due to an error on the part of EcoDirect.
- Once we have received and inspected the return, we will credit the customer's account for the original purchase price minus restocking fees (if applicable).
- Returns must be new in the box in original packaging.
- If the return is not due to our error, a restocking fee may be applicable at the following rates:
 - Domestic returns are subject to a 20% restocking fee.

Note:

Credit will not be issued for returned product that is not received in re-sellable condition.

Contact	Phone Number	Email	Text
RMA Specialist / Customer Support	(760) 597-0498 ext 3 or (888) 899.3509	RMA@ecodirect.com	(760) 597-0498

For further information or questions, please refer to our website or contact our office.

Sales and Technical Support
sales@ecodirect.com or 760.597.0498 x 1

Customer Service
admin@ecodirect.com or 760.597.0498 x 3

Accounting Department / Billing
edaccounting@ecodirect.com or 760.597.0498 x 2

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