

## RG A POLICY

1. **DAMAGED GOODS.** Products found to be damaged during shipping is the responsibility of the shipping company. All freight damage claims must be made to the individual freight company. Solar Dynamics, LLC is not responsible for damages made in shipment. Claim forms for product and shipping costs must be made to the carrier and customer has 10 days to report freight damage to Solar Dynamics, LLC. Additional products will be sent as soon as viably possible by Solar Dynamics, LLC with freight charges being the responsibility of the customer.
2. **MIS-ORDERED PARTS.** Any stock product mis-ordered by customer (that is not a special order) shall be deemed returnable by factory within 30 days of sale. The customer must have the following information in order to receive an RGA number: Sales invoice #, part number of part being returned, and date of sale. All returns are subject to a 20% restocking charge, and freight is the responsibility of the customer and there is no credit issued on freight charges. Solar Dynamics, LLC, will send replacement products at customer's expense as soon as viably possible. Any additional freight charges are the responsibility of the customer.
3. **MIS-SHIPPED PARTS.** In the event that an order is sent and appears to be the wrong part shipped, Solar Dynamics, LLC, will issue a call tag for the product. Customer must call with sales invoice #, part number and date of sale to initiate the call tag. Solar Dynamics, LLC, will ship a replacement part at the customer's expense as soon as viably possible. Credit for the mis-shipped part plus freight will be issued after the part is received back at the factory and claim is validated. Mis-shipped parts can only be validated with written purchase orders; no verbal orders will qualify as mis-shipped.
4. **OVER STOCKED INVENTORY.** As a matter of policy, Solar Dynamics does not extend any kind of a "BUY-BACK" policy for product that has, for one reason or another failed to be sold. However, if in fact, a significant quantity of product should be found in this state of condition Solar Dynamics reserves the right to either qualify the sale price the discounted product might be sold at, or make an offer.