

## Shipping Policy

AEE Solar ships products to our customers from 2 main locations in the US. Special order products are shipped direct from our strategic partners to the customer's destination.

### (1) Freight Charges

AEE Solar has negotiated highly discounted national contracts with most common LTL carriers who have been selected based on transit time and overall customer delivery experience. AEE Solar expects to deliver best in class service to our customers. Note that rates can fluctuate due to economic variables and weekly updates of national fuel surcharges.

Additional delivery requirements such as lift gate service, residential delivery and advanced appointment scheduling are subject to additional charges. Also when shipping items that require special handling, such as hazardous materials or parts of excessive length, these could also result in additional charges.

### (2) Customer Arranged Shipping

Customers may opt to use their own transportation company, but they must provide their AEE Solar representative their shipping account number and a completed bill of lading at the time of order. If needed, customers may request a blank Bill of Lading form to complete by contacting [customerservice@aeesolar.com](mailto:customerservice@aeesolar.com).

### (3) Will Call

AEE Solar also offers will call services at all warehouse locations. Before picking up a will call order, customers must receive an email confirmation from their AEE Solar representative stating when the order is ready for pick up. To pick up a will call order, customers must have a valid driver's license and a written/electronic copy of the sales order or pick release receipt.

### (4) Blind Shipments

Customers can also request shipments to be sent as a "blind shipment". The term blind shipment refers to shipments in which one or more parties do not have visibility to the shipper, receiver or both.

### (5) Product Inspections

When a shipment arrives, you must visually inspect all pallets and boxes for damage prior to signing for the delivery. Examples of signs of damage include torn stretch wrap, off balance packing, or significant pallet damage. If a shipment shows any signs of damage, you should unpack the pallet and inspect it carefully prior to the driver's departure. You must note any damage to shipped items on the delivery receipt before the shipment is accepted. Drivers are allowed to wait up to 45 min per delivery to allow you to exercise adequate inspection of the items delivered. Customers should NOT rush or bypass the proper receiving process. Customers should never note on the delivery receipt "possible" or "inside" damage. Notes like "possible damage" or "subject to inspection" are not adequate receiving notes and cannot be considered or used as proof of claim.

In addition to providing written documentation on the delivery receipt for a damaged shipment, the customer must also contact AEE Solar Customer Service ([customerservice@aeesolar.com](mailto:customerservice@aeesolar.com)) in writing within 24 hours of receipt to report any damage. AEE Solar will then contact the carrier to report and file a claim (in cases where the shipment is arranged by the customer or shipped on the customer's carrier account the customer is responsible for filing the claim with the carrier). If you record the damage and provide pictures of the product in its present condition (on the pallet or in the truck), you will help strengthen the claim and lead to a quicker and more satisfactory outcome.

Customers are to retain copies of any documentation for damaged goods as this may be required when filing a claim. All carriers have up to 9 months to process a claim. During this time it is important NOT to dispose of any items that are involved with the claim. Oftentimes carriers will schedule a professional “on site” inspection by an independent freight claims inspector to evaluate packaging and acknowledge or mitigate liability. Therefore, you need to keep the damaged material on site for due process.

## **(6) Order Fulfillment and Shipping**

AEE Solar will make reasonable efforts to ship outbound orders for in-stock items within one (1) business day of order placement. AEE Solar will notify customers if product cannot be fulfilled within one (1) business day.

Full truckload shipments and items shipping to Alaska, Hawaii, Puerto Rico and international locations can require up to 3 additional business days for processing due to container acquisition, carrier capacity and driver availability.

All carriers contracted by AEE Solar will make reasonable efforts to meet their estimated transit times. Weather conditions, road closures or safety concerns may increase transit times.

## **(7) Expedited Shipping**

Orders placed for in stock product via expedited service for “Small Parcel” using Next Day Air or 2 Day Air will receive priority processing during fulfillment.

## **(8) Lift Gate Service**

Lift Gate Service is offered on a first-come, first-served basis out of each freight carrier terminal. Most carriers have a limited number of lift gate trucks available at each location and this equipment limitation can cause delays. Depending on the size of the freight terminal and its shipping volume, lift gate equipment may or may not be available at the time of request. Reasonable efforts to accommodate customer requests will be made but lift gate availability is not controlled by AEE Solar.

Our truck load carriers do not own equipment with lift gates, and will need to partner with a local source prior to delivery. Additional fees may be applicable and delivery times may be delayed.

## **(9) Small Parcel Method**

Orders that meet the standard requirements set forth by small parcel carriers and AEE Solar will ship via small parcel service. Not all orders will qualify for small parcel shipping. Those items that exceed small parcel limits (package that exceeds 150 lbs. per box or length exceeding 108”) will be consolidated and shipped via Less than Truck Load (LTL).

Modules above 100 watt or above the 130” dimensional maximum size are not able to ship via small parcel service.

## **(10) LTL Freight Method**

LTL shipments vary in size and have a maximum capacity of 14 linear feet and 10,000 lbs. per shipment. Shipments that exceed the LTL standard are subject to linear foot and density minimum charge rules by all carriers. When a shipment does not qualify for LTL service, AEE Solar will source Full Truck Load (FTL) to transport these shipments. Most shipments will be secured to a pallet with stretch film in order to maintain shipment integrity and avoid damage before loading onto a carrier for shipment.

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