

Receiving Freight

Here are some helpful tips for receiving freight to better prepare you for a potential claim.

When a freight shipment arrives, check the following **BEFORE** signing for the shipment:

- Damage to corners of the packaging
- Punctures in the packaging
- Damage to the pallets
- Correct number of items included in the shipment

If you see anything wrong with your shipment, **take pictures** of the damage. If there is damage to the pallets, take a picture of it as it is coming off the truck to show the damage that occurred during shipping.

Reference any damage you see on the **delivery receipt**:

- Notate damaged item(s) with specific quantities on the delivery receipt. Be very specific!
- Avoid referencing “hidden” or “possible” damage, and do not write “Subject to Inspection” on the delivery receipt.
- For concealed damage not discovered at the time of delivery, notify AEE Solar Customer Service ASAP.
- Include mention of any missing items. Don’t sign for something you don’t see!

Freight truck drivers are allowed to wait up to 45 minutes per delivery, so **don’t feel pressured** to rush through your shipment inspection. Receipt of the shipment without written notice of damage is prima facie evidence that the shipment was delivered in good condition.

Contact AEE Solar Customer Service about any damage within 24 hours of receiving the shipment. The sooner you report the damage, the better chance we have of winning a freight damage claim.

If you submit a claim, remember that all packaging and contents must be retained and available for inspection by the carrier until the claim is resolved.

You can request a product return or replacement via Order History on our shop.aeesolar.com website at any time.