

SimpliPhi Power, Inc.**Returns, Damages and Claims Policy**

Reference is made to SimpliPhi's Terms & Conditions, a copy of which is on our website at www.simpliphipower.com. Terms and conditions set forth therein with respect to shipping and point of delivery control. This Policy supplements SimpliPhi's Terms & Conditions. If there is any conflict between SimpliPhi's Terms & Conditions and this Policy, SimpliPhi's Terms & Conditions control.

Although we at SimpliPhi Power, Inc. ("SimpliPhi") strive to ensure that each order is checked for accuracy, correctly packaged and properly shipped accompanied by a Packing List, issues involving shipment of products do occasionally arise. There are several steps our customers can take in order to limit the occurrence of errors and catch those that do occur.

Order Inspection & Verification

- Before signing for a delivery, it is the customer's responsibility to inspect the delivery **for correct item count and condition**.
- Note: A packing list is included with every shipment – check the Packing List.
 - 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.
- **Note any discrepancies in item count and any item damage on Delivery Receipt** and inform the driver.
- **Please do not refuse the delivery....refusing delivery may result in additional freight charges.**

~~~

The process for reporting order discrepancies varies based on what the issue is. By following the steps laid out below, the customer can ensure that claims are processed in the most efficient manner possible. Please direct any questions not covered below to [support@simpliphipower.com](mailto:support@simpliphipower.com) ("**Support**") or a **RA Administrator** listed at the end of this document.

.....

## Return Authorization Form

Before making any claims or any returns, contact one of our RA Administrators to obtain a Return Authorization Number (an “RA Number”). Any reference herein to SimpliPhi’s RA Form shall be a reference to the Return Merchandise Authorization Form set forth in SimpliPhi’s Quality Manual accessible on SimpliPhi’s Website. If there is any conflict in terms between SimpliPhi’s Return Merchandise Authorization Form set forth in SimpliPhi’s Quality Manual and this Returns, Damages and Claim Policy, the terms and conditions of SimpliPhi’s Return Merchandise Authorization Form shall control.

~\*~

## Reporting Order Issues

For Shipping Damage:

- After inspecting the order, immediately write a description of the discrepancy on the Delivery Receipt and inform the driver.
  - **Note:** 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 allow an inspection of the items within the shipment.*
- After noting all discrepancies, please sign for the delivery.
- Before filing a “Freight Damages” claim, you must collect the following:
  - Pictures of the damaged packaging and product.
  - Serial numbers for the damaged modules and inverters.
  - A copy of the Delivery Receipt and Bill of Lading.
  - A copy of the Packing Slip and Invoice.
- Parcel and freight damages claims are handled differently.
  - If this was a **parcel shipment** (e.g., UPS, FedEx)
    - Please file an RA claim online at [www.simpliphipower.com](http://www.simpliphipower.com) using SimpliPhi’s RA Claim 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 carrier as soon as possible to enhance the likelihood of success.
  - If this was a **freight shipment** (e.g., XPO, Estes)
    - Please **file a claim form with the shipping carrier.**
    - Feel free to contact Support or one of our RMA Administrators with any questions about how to file this claim.

- **Note:** Filling out a SimpliPhi RA Claim Form is only required if a replacement order is needed (see below for details).
- Once the claim is filed, please wait to be contacted by the shipping carrier or by one of our RMA Administrators for the damage inspection.
  - **Note:** For a successful inspection, all original packaging and damaged product must be maintained at the Destination Point until the claim has been settled.
  - Inspections performed by SimpliPhi will either be performed by one of our RMA Administrators or by a third party representative of SimpliPhi at the customer's site or SimpliPhi may require Returning the Product to SimpliPhi in the manner set forth below.

### 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 product become available. *It is not necessary to submit a SimpliPhi RA Form for these items.*
- For any overage, shortage or missing item issues, please file a RA Claim on line at [www.simpliphipower.com](http://www.simpliphipower.com) using the "RMA Claim Form" **within 30 days of receipt.**
- After reviewing the submitted form, one of our RMA Administrators will contact you to assist you with the order issue.

### Replacement Orders

- While submitting a SimpliPhi 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

- All returns must be shipped consistent with applicable HazMat Regulations.
- After filling out a SimpliPhi RA Claim Form, one of our Shipping Administrators will assist with any returns.
  - **Note:** Certain items are non-returnable, including custom ordered items that are non-stocking items.
- Please return your items to SimpliPhi's manufacturing site: 420 Bryant Circle, Ojai, CA, 93023. To expedite claims processing, email the tracking number for your return to [support@simpliphipower.com](mailto:support@simpliphipower.com)

- Please do not return any product without prior written authorization provided by one of our RMA Shipping Administrators.
- The RA Number provided by our team must be included and visible on the return shipment in order to receive credit.
- Note: We will only pay for return shipping if the order issue was due to an error on the part of SimpliPhi.
- 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).
  - If the return is not due to our error, a restocking fee will be charged at the following rates:
    - Domestic returns will incur a flat 15% restock fee calculated with reference to the original purchase price.
    - International returns will incur a flat 25% restock fee calculated with reference to the original purchase price.
  - Note: Credit will not be issued for returned product that is not received in resalable condition.

~~~

Please feel free to contact one of our SimpliPhi Shipping Administrators with any questions. Currently, SimpliPhi's only Shipping Administrator is: Ben Widmer whose contact information is benw@simpliphipower.com