Receiving Guidelines For Pallet Deliveries



Dear Valued Customer,

Thank you for choosing ExpertPower. We appreciate your recent purchase of our state-of-the-art large application solar kits. We are committed to ensuring that your order reaches you in pristine condition. As our solar kits contain heavy and fragile items, we want to provide you with important guidelines to facilitate a smooth and hassle-free delivery process.

Before Accepting Delivery

1. **External Examination:**
   Before signing off on the delivery, it is imperative that you perform a thorough external examination of the pallet. Please take a moment to inspect the packaging for any signs of damage, including dents, punctures, or crushing. We strongly recommend taking clear photographs or recording a video of the pallet in its original condition before signing as failure to do so may limit our ability to replace damaged items. This will serve as crucial documentation in the unlikely event of damage during transit.

2. **Photographic Documentation:**
   In the unfortunate event that you notice any damage to the external packaging, please follow these steps:
   - Clearly note damage on the delivery receipt or device used for signing.
   - If the damage is substantial, we advise refusing the delivery.
   - Contact us immediately to report the damage.

After Accepting Delivery

1. **Immediate Inspection:**
   Once the pallet is accepted, if possible open and inspect the contents for any visible damage immediately. As you open the pallet, we advise you also record or document every step of the unpacking process. Document any damage to individual items.

2. **Contacting Us:**
   If damage is discovered during the inspection, please record it immediately and contact us. We will guide you through the process of filing a claim and facilitate the replacement of any damaged items.

⚠ ***KEEP ORIGINAL PACKAGING*** - We recommend holding your original packaging case you need to return anything for a period of six months after delivery.

Date: 2/07/2023

Timely Documentation and Reporting:

To ensure the prompt and efficient resolution of any issues, it is imperative that any visible damage to the delivered items be documented and reported in a timely manner. Failure to document damage at the time of delivery or to report it promptly thereafter may limit our ability to replace damaged items. We reserve the right to refuse replacement for items where the damage was not properly documented or reported within a reasonable timeframe after delivery. Your cooperation in adhering to these guidelines is crucial in guaranteeing the best possible outcome in the rare event of any transit-related issues.

Installation and Associated Costs Disclaimer:

The installation of our products or services may necessitate technical proficiency or supplementary equipment that is not supplied by us. We expressly disclaim any responsibility for installation costs or additional fees incurred by the customer resulting from improper installation or misuse of our products or services. It remains the customer's responsibility to ensure compliance with all installation requirements, including the acquisition of any necessary equipment or expertise prior to installation. We strongly recommend that customers secure professional assistance for installation, particularly if they lack the necessary technical proficiency. Please be advised that we shall not be held accountable for any losses, damages, or expenses sustained by the customer arising from incorrect installation or use of our products or services.

Our Commitment:

We understand the inconvenience that damaged items can cause, and we are committed to resolving such issues swiftly and efficiently. Your satisfaction is our top priority.

Thank you for choosing ExpertPower. We value your business and look forward to providing you with a reliable and high-quality solar solution.

EXPERTPOWER®

For Questions & Support Visit us at:
www.ExpertPower.us

ExpertPower is available ***Monday - Friday 9am – 1pm & 2pm – 6pm (PST)***. For quicker assistance please call us directly during our business hours or email our support team.

Contact Details

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Paramount, CA 90723

Our Address

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