



SimpliPhi Power, Inc.

Discrepancies, Damages, Returns and Claims Policy

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. Reference is made to SimpliPhi's Terms & Conditions, a copy of which is on our website at www.simpliphipower.com.

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. Nonetheless, issues involving the shipment of products do occasionally arise. The Returns Damages and Claims Policy concerns issues with shipping ONLY. This Policy is NOT about Warranty or RMA's associated with product performance. There are several steps our customers can take in order to limit the occurrence of shipping damage and having to file claims, thereby protecting themselves against losses for damage and claims 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 against the products shipped while still in the truck of shipping container. Do not remove product from the shipping / freight vessel until it has been inspected.**
 - Look for the following:
 - Torn or punctured cardboard or stretch wrap around boxes
 - Broken or crushed corners of boxes
 - Broken or crushed pallets
 - Box stacks that shifted on the pallet
 - **Shock Watch Indicator Label – will be RED if undo shock or drop occurred during transit**
Activated (RED) indicator on the label does not mean that damage has occurred. It only indicates that the carton received an impact or was handled above a normally anticipated level. If activated, only an inspection of the interior contents (products) can determine if any damage has occurred. If the indicator on the label is RED, please make a notation to that effect on the Bill of Lading (BOL) or Delivery Receipt or Document. This will create a written record of possible damage in the shipping log of the carrier.
 - 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 in the warehouse before the driver leaves.

- If the driver is unwilling to wait for a complete inspection, notate that shipment may contain concealed damage on the Bill of Lading or Delivery Receipt.
- **Note any discrepancies in item count and any item damage evident on packing material on Delivery Receipt** and inform the driver to make a written notation on the paperwork.
- **Please do not refuse the delivery.... refusing delivery may result in additional and costly freight charges for you.**
- **Please be advised that if damage or a discrepancy is NOT noted in writing on the BOL at the time of delivery, the ability to file a claim can be limited or forfeited.**

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The process for reporting order discrepancies varies based on what the issue is and on the carrier. 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 [orders@simpliphipower.com](mailto:orders@simpliphipower.com) or [shipping@simpliphipower.com](mailto:shipping@simpliphipower.com) listed at the end of this document.

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### Shipping Incident Report Form

Before making any returns, contact our shipping support team at [shipping@simpliphipower.com](mailto:shipping@simpliphipower.com) to obtain a Shipping Incident Report Form and a Shipping Incident Report Number.

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Reporting Shipping Discrepancies and Damage

For Shipping Damage:

- After inspecting the order, immediately write a description of the damage on the BOL and/or the Delivery Receipt and inform the driver.
- Take pictures of the entire shipment as it arrived while still in the shipping vessel, as well as pictures of the specific damaged product with your phone or digital camera to document the damage to include in the subsequent report to the shipping carrier.
 - **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 boxes or crates in the shipment.
- After noting all the damages in writing, 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 PHI batteries and/or other products such as the AccESS, ExprESS, Big & Little Genny’s.
 - A copy of the Delivery Receipt and Bill of Lading.

- A copy of the Packing Slip and Invoice.
- Parcel and freight damage claims are handled differently.
 - If this was a **parcel shipment** arranged by SimpliPhi Power Inc.,(e.g., UPS, FedEx)
 - Please contact shipping@simpliphipower.com **within 24 hours of delivery.**
 - Our agreement with our shipping carriers 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 coverage for the discrepancy and/or damage.
 - If this was a **freight shipment** (e.g., XPO, UPS Freight, FedEx) arranged by SimpliPhi Power Inc.,
 - Please **file a shipping incident report form** requested from shipping@simpliphipower.com within 24 hours of delivery and send to shipping@simpliphipower.com.
 - SimpliPhi Power Inc., will file the claim with the assigned freight forwarder.
- If the freight is arranged by the customer/distributor, once the claim is filed, please contact our shipping/logistics supervisor (shipping@simpliphipower.com) for the damage inspection and damage incident report completion for related repairs. SimpliPhi will not cover any repair charges related to damages if the shipping is arranged by customer/distributor.
 - **Note: For a successful inspection, all original packaging and damaged product must be maintained and stored at the Destination Point until the claim has been settled.**
 - **For the shipping damage claim, SimpliPhi shipping support will require Returning the Product to SimpliPhi.**

For Overage, Shortage or Missing Items (Discrepancies):

- After inspecting the order, immediately write a description of the item count discrepancy on the Delivery Receipt and inform the driver and note the discrepancy in Bill of Lading.
 - **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 becomes available. *It is not necessary to submit a SimpliPhi RMA Form for these items.*
- For any overage, shortage or missing item issues please contact orders@simpliphipower.com **within 30 days of receipt.**
- After reviewing the submitted information, one of our Contracts Administrators will contact you to assist you with the order issue.

Replacement Orders

- **We do not replace orders if the wrong items were ordered by the distributor or customer. Please indicate the need for a replacement order to orders@simpliphipower.com.**
 - 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.
- Original packaging is recommended.
- After filling out a SimpliPhi Shipping Damage Form and obtaining a shipping incident report number, 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: 3100 Camino Del Sol, Oxnard, CA, 93030. To expedite the shipping damage process, email the tracking number for your return to shipping@simpliphipower.com if the shipping is arranged by customer/distributor.
 - Do not return any product without prior written authorization provided by our shipping department.
 - The shipping Incident Number provided by our team must be included and visible on the return shipment.
 - 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% restocking fee calculated with reference to the original purchase price.
 - International returns will incur a flat 25% restocking fee calculated with reference to the original purchase price.
 - Note: Credit will not be issued for returned product that is not received in the original packaging, unopened and in mint condition.

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Please feel free to contact our SimpliPhi Shipping Supervisor ([shipping@simpliphipower.com](mailto:shipping@simpliphipower.com)) with any questions.