

# SunPower Return Merchandise Authorization Frequently Asked Questions (FAQs)

## General

### 1. Who should be contacted by partners to report product issues?

Partners should contact the Technical Support Team for Product issues by calling 1-800-SUNPOWER.

### 2. What information is needed to report a product issue?

Please have the product type, serial number, quantity, installation date and Home Owner's Name available when contacting SunPower to request an RMA.

For shipments that contain damaged products, additional information is needed:

- A picture of the damaged item, box or EckPack and pallet
- Bill of Lading/Proof of Delivery with annotation that it is damaged

### 3. What are the deadlines to contact SunPower to authorize an RMA?

Partners should contact SunPower within:

- 15 days from the delivery date for damaged products
- 30 days from the delivery date for excess and undamaged units

## Shipping Replacement Unit

### 4. When can I expect to receive a replacement unit?

Two business days from the RMA date.

### 5. Who will communicate shipping information to partner?

Partner Support Representative will communicate the shipping information.

## Product Return

### 6. How many days does a partner have to return the original unit?

Partners are allowed 30 days from the RMA invoice date to return the replaced unit.

### 7. Who will send shipping labels to partners and arrange pick-up of heavy products?

Your Partner Support Representative will send shipping labels and will coordinate material pickup

### 8. Can a partner combine parts in a box and use one shipping label?

To avoid confusion, Partners are not allowed to combine parts in a box.

### 9. Where should return tags be placed?

Your Partner Support Representative can provide specific information on return tag placement.

## **10. How can a partner return products using FedEx return label and FedEx BOL?**

For FedEx Return Label and FedEx BOL, partners will call FedEx to arrange pickup

- FedEx Return Label Contact No - 1-800-463-3339
- FedEx BOL Contact No - 1-866-393-4585

## **Pricing Guidelines**

### **11. What price will be used when invoicing unreturned RMA units?**

Pricing on the current pricelist will be used to invoice unreturned RMA units

### **12. Do all RMAs receive a service compensation?**

Not all RMAs will qualify for a service compensation. If the RMA unit is installed & under warranty, SunPower provides the following incident compensation:

- Modules - \$50 per module
- Inverter/Monitoring Item - \$250 per Jobsite

## **Net Term/Debit Memo/Credit Memo**

### **13. What is the term of payment for RMAs?**

The payment term for RMAs is 30 NET.

### **14. When will the RMA invoice be created, and when will it be closed?**

The RMA invoice is generated when the Partner receives the replacement unit, and is closed once the Partner returns the unit to SunPower.

### **15. How will the net term affect the account of the partner?**

RMA invoices are treated just like regular invoices, and, if unpaid, may put a partner's account on credit hold according to the Credit Check policy:

1. If a Customer/Dealer has past due amount  $\geq$  \$5K, even if the Customer/Dealer still has an available credit limit.
2. If the order exceeds the Customer's/Dealer's available credit limit.
3. If the Customer/Dealer has no available credit limit.

For a Credit Hold to be released, a dealer should take the following actions:

1. Past due amount  $\geq$  \$5K or over 30 days
  - 1.1. Pay the past due amount, or
  - 1.2. Send an advance payment equivalent to the amount of the Order on hold.
2. Order exceeds available credit limit
  - 2.1. Send a prepayment for the amount exceeding the credit limit, or
  - 2.2. Send payment for the oldest invoice

## RMA Ageing

### **16. Are partners allowed to return units beyond 30 days?**

Units returned after 30 days will not be credited to a dealer's open invoices.

### **17. What documents should a partner retain to show that a RMA unit was returned?**

Partners should retain Proof of Pickup as supporting documentation.

### **18. Does this process apply to Lease Order RMAs?**

No. Lease Order RMAs will not be included in this RMA process.