

Shipping Policy and Packaging

Shipping options

We follow our customers' shipping instructions whenever possible. If instructions cannot be carried out or are unclear, we contact the customer for clarification or a correction. Most customers simply indicate "Best Way" on their orders. We carry out "Best Way" as follows:

UPS ground—Wherever UPS Ground is less expensive; it is our shipper of choice.

Truck freight—Our preferred shipper is UPS Freight. Other carriers may be specified at the customer's option either collect or third party billing. Please provide account number to billing address.

UniRac has changed its delivery terms. The following applies to all current and future orders with UniRac, Inc. You may have already seen these changes in your most recent Supplier Agreement. All Pricing is FOB Destination, Freight Prepaid and Added unless customer has made other requests, with UniRac approval in writing. This affects all partners currently ordering directly from UniRac off their Authorized Supplier Agreement.

Other methods—If another method of shipment is requested, such as Fed-Ex Express, the carrier and the level of service **must be specified on the order**. These must also be collect or third party with the account number provided to bill.

Drop ship UPS orders—Any SolarMount SMR rail set containing rails of 120 inches or longer normally ships truck freight. To request UPS shipment of SMR rail sets containing 120 to 204 inch rails, add the UPS surcharge to your order: **item no. 990201 at \$30.00 per rail set**. The rails are then cut in half and a splice bar kit is included for joining the rails together during installation.



Products containing four-rail sets or 216 inch rails cannot be shipped via UPS package.

Clamp or clip sets and/or tilt leg kits in your order will arrive inside the SMR rail set carton on all drop ship orders, when applicable.

Change Order Policy/Cancellations & Returns Policy

Change Order Policy

1. Rush orders cannot be modified.
2. Modifications can only be made to orders prior to 10 working days from the committed ship date.
3. No order changes are allowed if within 10 working days from the committed ship date.

Cancellations & Returns Policy

1. Rush orders cannot be cancelled or returned.
2. Non-rush orders can be cancelled within the first 10 working days from the date of order acknowledgment from Unirac, and will be charged an order cancellation processing fee of \$50.
3. After the first 10 working days from the date of order acknowledgment, orders cannot be cancelled.