

Please be sure to review your sales order for accuracy, immediately upon receipt. Please inspect all orders upon arrival or before signing for delivery. You must inform us of any missing or damaged items within 5 business days. Any notification after this period may not be honored.

Prices quoted for merchandise may not include any applicable state or local taxes. We ship from a variety of locations, the following states: CA, CO, FL, IL, MA, NV, NY, NM, OH, TX, WA and Canada may be subject to applicable state or goods taxes unless the buyer can provide a valid resale or tax exempt certificate.

Processing time

You can expect your order to be processed within approximately two business days. Expected ship times vary depending on stock availability. If you need an item by a certain date please ask your sales person to check on the expected ship date. In most cases expected ship dates for all items will be emailed to you within 48 hours of the time that your order is processed. Tracking information will also be emailed to you once your items ship.

Return policy

Merchandise purchased through altE Inc. may be returned within 30 days of the receipt of the product. You will receive a refund or credit towards your account, provided the merchandise is returned in the original packaging in new and resalable condition with the original blank warranty cards, manuals, and all accessories. If any component of the returned product is missing, the return procedure is breached and the Alternative Energy Store may reject the return or may choose to impose additional charges for replacement of the missing component. A 15% restock fee will be charged for all returns. Custom built items, solar panel mounts, solar panel trackers are non-returnable.

Unless an error was made by altE Inc, shipping charges are not refundable. Before returning items, it is necessary to call and speak with your sales representative to obtain an RMA # (Credit Order #) for your return. Once you have been instructed where to return the item you are responsible for shipping charges back to that address. Once issued, RMA numbers are valid for 30 days from the date issued and items must be received in that time frame. Please reference this number in a clear location on the outside of the package when returning product. The customer shall be responsible for the return of any unused product and agrees to use only reputable carriers capable of providing proof of delivery and insurance for the value of the shipment.

Cancellation Policy

To cancel your order, please call during our normal business hours and speak with your sales representative or someone in our customer service department. Provided your order has not yet been processed, and your credit card has not been charged there is no fee. If your order has already been processed and your card was charged, there is a 5% cancellation fee deducted from your refund. If any portion of your order has shipped, a 15% restocking fee will be deducted from your refund. The refund will occur within 2 business days of the receipt of the cancellation or the return of all products that have shipped.

Many of our products are custom built. These items include but are not limited to power panels, battery boxes, Sunfrost refrigerators, many Solar Converter products, trackers, and Surette batteries. If you need to cancel an order for any of these products there is a cancellation fee even if the item has not shipped. The cancellation fee will vary depending on the manufacturer but may be as much as 25% of the cost of the item. This fee is the same fee that manufacturers pass onto us for canceling the order.

Cancellation of Classes

Class enrollment is on a first-come, first-served basis, as class size is limited. To reserve a space please pay the entire tuition upon sign-up. Classes are subject to cancellation due to low enrollment, and you will be notified in advance if a class you had previously enrolled in is cancelled. Full refund if you cancel 5 or more days before the commencement of the course. Full refund minus administrative* fees will be charged if you cancel 4 days and up to commencement of the course. Further cancellations use the following cancellation schedule: 1st quarter of the course: 75% refund minus administrative fees, 2nd quarter: 50% refund minus administrative fees, 3rd quarter: 25% refund minus administrative fees, 4th quarter: no refund. If you wish to cancel and receive a refund, a cancellation letter or email must be written and receipt confirmed. The cancellation will be effective the date the letter or email is sent. (*Administrative costs will not exceed \$50 or 5% of the course cost, whichever is less.)

Change Orders

You may change your order, provided that your order has not yet been processed and shipped. If items have shipped the normal restock fee may apply. Please contact your sales person direct with any changes to be made and please have your order number available.

Orders Shipping Outside of USA

When you are provided with shipping charges for your order, please bear in mind that this is for the transportation only. This does not include any duties, taxes or brokerage fees. In most cases, duties and taxes will be due upon delivery, and must be paid to the carrier in order to receive your product. If you refuse the delivery, you will be charged for transportation charges both to you and returning to us.

Warranty Policy

altE Inc. is a distributor only. Products sold by altE Inc. are not manufactured by altE Inc therefore we can not warranty any of the products we sell. Most items that we sell are covered by the original manufacturer's warranty, service, or support policy (if any). In the event that there is a technical problem that occurs with your product upon receipt or installation of your product we urge you to contact the manufacturer directly. *Please keep in mind for a return altE Inc can only accept merchandise that is returned in the original packaging in new and resalable condition with the original blank warranty cards, manuals, and all accessories*

altE Inc bears no responsibility in sending a replacement item to the customer in the event that they have received a defective product. If you receive a defective unit, contact the manufacturer and they will typically repair or replace the product. A list of Manufacturer's contact numbers can be found at :



330 Codman Hill Rd
Boxborough, MA 01719 USA
Toll Free: +1(877) 878-4060
Direct: +1(978) 562-5858
Fax: +1(978) 263-7081
altEstore.com

SALES ORDER

SO-177243

11/30/2018

Customer		Contact		Ship To				
David Hopkins David Hopkins BIG CANOE GA 30143 Tel: (706)-268-2049				David Hopkins David Hopkins 184 Audubon Court DAWSONVILLE GA 30534 Tel: (706)-268-2049				
Account	Terms	Due Date	Account Rep	Schedule Date				
108103	Wire Transfer	11/30/2018	Nate Dooley	11/29/2018				
Quotation	Reference	PO #	Ship VIA	Page	Printed			
SQ-239985			To Be Determined	2	12/3/2018 3:26:05PM			
L	Item	Description	Order	Ship	Price	UM	Discount	Amount
1	ALTSW4048C150	altE Pre-wired Syst, SW4048,CL150, SCP	1		\$3,815.00	EA		\$3,815.00
2	XANXWPLAUTOGENS	Auto Generator Start for XW+ and SW	1		\$135.00	EA		\$135.00
3	SCNCONCOMBOX	Conext ComBox Communication Device	1		\$189.00	EA		\$189.00
4	XANXWPLBATTMON	Battery Monitor for XW + 24/48V	1		\$360.00	EA		\$360.00
5								
6	SIMPHI3.4-48V	PHI 3.5kWh Lithium Battery 48V	2		\$2,895.00	EA		\$5,790.00
7	SIMPHI3.4WALLBR	PHI 3.5kWh Wall Bracket	2		\$159.00	EA		\$318.00
8		\$100 rebate would come direct from SimpliPhi						
9								
10	WIRE-TRANSFER	Wire Transfer Fee	1		\$0.00	EA		\$0.00
11		Bank Wire Instructions Company Name: Alternative Energy Store, Inc Address * Citizens Bank * Telephone 800-922-9999 or outside of USA, +1-877-360-2472 * Address: * 28 State Street * Boston, MA 02109 * Account #: 1333472134 * Routing # (for domestic wires): 011500120 * SWIFT (IBAN) Code (for international wires): CTZIUS33						
12								
If your order hasn't arrived in 2 weeks/by given delivery date, contact us at: support@altestore.com. Multiple products in an order may be shipped separately and at different times. Upon receipt, inspect for damage. When you sign the bill of lading for truck shipments, you're signing that you have received the product in good condition. If you notice damage, sign the bill of lading indicating damaged goods or refuse the shipment. If you can't verify the condition of the shipment, sign the bill of lading "concealed damage possible". You have 10 days to file a claim. Please see our website for further details or call us.							Page	2
							Sub Total	\$10,607.00
							Running Sub Total	\$10,607.00



330 Codman Hill Rd
Boxborough, MA 01719 USA
Toll Free: +1(877) 878-4060
Direct: +1(978) 562-5858
Fax: +1(978) 263-7081
altEstore.com

SALES ORDER

SO-177243

11/30/2018

Customer		Contact		Ship To				
David Hopkins David Hopkins BIG CANOE GA 30143 Tel: (706)-268-2049				David Hopkins David Hopkins 184 Audubon Court DAWSONVILLE GA 30534 Tel: (706)-268-2049				
Account	Terms		Due Date	Account Rep		Schedule Date		
108103	Wire Transfer		11/30/2018	Nate Dooley		11/29/2018		
Quotation	Reference		PO #	Ship VIA		Page	Printed	
SQ-239985				To Be Determined		3	12/3/2018 3:26:05PM	
L	Item	Description	Order	Ship	Price	UM	Discount	Amount
13	DISCOUNT	DISCOUNT - 10% off if purchase made before Friday	1		\$-1,041.80	EA		\$-1,041.80
14								
15	SH	SHIPPING & HANDLING	1		\$360.00	EA		\$360.00
<p>If your order hasn't arrived in 2 weeks/by given delivery date, contact us at: support@altestore.com. Multiple products in an order may be shipped separately and at different times. Upon receipt, inspect for damage. When you sign the bill of lading for truck shipments, you're signing that you have received the product in good condition. If you notice damage, sign the bill of lading indicating damaged goods or refuse the shipment. If you can't verify the condition of the shipment, sign the bill of lading "concealed damage possible". You have 10 days to file a claim. Please see our website for further details or call us.</p>			<p>Tax Details EXMPT \$0.000</p> <p>Payment Details 11/30/2018 CUSTW-CITIZENS 11/30 \$9,925.20</p>		<p>Taxable</p> <p>Total Tax \$0.00 Exempt \$9,925.20 Total \$9,925.20</p> <p>Paid \$9,925.20 Balance \$0.00 Dep. Avail \$9,925.20</p>		<p>\$0.00</p>	