



## Terms & Conditions

### Confidentiality

All information of this document is confidential to SunPower Corporation, its subsidiary companies and its distributors. Information cannot be distributed or communicated without the express authorization of SunPower Corporation.

**TERMS**

Prices are subject to change at any time.

All products listed on this document are currently available but may be discontinued without notice at the discretion of SunPower.

Part number and/or product specifications may change without notice.

**ORDERS**

SunPower requests ordering a minimum of 7 business days prior to the requested ship date for delivery within metro area and 10 business days for all other delivery locations.

Urgent priority arrangements may be considered by negotiation dependent on availability.

Orders are to be emailed to [au.orders@sunpower.com](mailto:au.orders@sunpower.com) on SunPower's standard order template or your company's purchase order template. No phone orders accepted.

If an item is unavailable, a back order in the system will be created unless otherwise requested. Part numbers should always be used to ensure correct supply.

**SPECIAL ORDERS**

For orders that are placed for non-standard or non-stocked items (e.g. products that are not on the standard price list or are designated on the price list as "special order") the following will apply:

- Order Cancellations / Returns are not permitted after 3 working days from order received.
- A 50% re-stocking fee will apply for all order cancellations after 3 working days of the order, or if an order is already processed and in transit to nominated destination.
- Credits are to be based on prices offered at time of order.
- Cash Orders must be paid in full before order will be processed.

**DELIVERY**

All prices are ex-works from the nearest warehouse to the requested delivery location.

A sundry charge will be raised to cover freight costs as either a separate line on your invoice or a subsequent separate invoice once all charges have been determined.

Charges for delivery will apply unless partner's freight carrier is clearly specified on the order. If using a separate freight carrier, please include the name of carrier, account number, account details, point of contact and phone number.

No pickup delivery charges will apply for order collection, however a designated date and booking time is required to be

agreed upon with your Partner Support Representative. Failure to arrive at the designated booking time may result in stock being de-allocated and a \$25 no-show fee will be charged.

Any order changed within 3 business days of scheduled shipment date will incur a \$50 charge to expedite the order.

Any air freight will be charged at partner's expense following written approval that the partner will accept all charges.

Summary of Ancillary Charges (if applicable). All charges are in Australian Dollars and exclusive of GST.

Type	Cost
Expedite Fee	\$50.00
Set Time Delivery Fee	\$100.00/delivery
Tailgate delivery	\$75.00
Non-pallet quantity	\$75.00/non-pallet
No-show fee (collection from warehouse)	\$25.00
Re-stocking fee (returned in good condition)	15% of the invoiced value of the product

**RETURNS / REPLACEMENT**

Failure to report shipping related issues to SunPower within 5 calendar days from receipt of order will void any claims. Units for return are subject to approval.

Please provide the following information:

1. Part number and quantity
2. Serial number/s
3. Purchase Order number / Sales Order number / Delivery number
4. Description and photo of the product
5. Pick-up details (pick-up address, date & contact details)
6. Photos of any damaged product

Damaged unit/s must be returned within 5 calendar days from the invoice date of the replacement unit.

Item/s for return must be packaged correctly to avoid damages. Standard replacement time is 2 business days from the authorised claim date (or within the transit time from SunPower warehouse to nominated delivery address).

All credit claims are to be received in writing with relevant RMA number and emailed to [au.orders@sunpower.com](mailto:au.orders@sunpower.com). Return should be made within 30 days from the invoice date of the replacement item, failure to do so will forfeit the credit including service compensation.

For warranty cases, you are entitled to a Service Credit amounting to the following:

\$50.00 per Module  
\$100.00 per Inverter

Additional compensation will be given for modules & inverters based on distance to the end customer:

1 – 99Km - \$100.00  
100 – 299Km - \$250.00  
300Km and above - \$350.00

A restocking fee of 15% of the invoiced value of the product returned and related freight charges will be applied for orders returned due to Buyer's Remorse. Products must be unopened and returned in its original packaging to be approved and processed as a refund.

**CANCELLATIONS**

SunPower Corporation Australia Pty Ltd has a cancellation policy. It is the responsibility of the customer to ask for a copy of the cancellation policy by contacting 1800 786 769.

**CREDIT**

The SunPower credit application process must be completed before an order can be processed. Credit terms are 30 days from date of invoice.

Overdue invoices (past dues) will result in immediate termination of credit and may attract additional finance charges. No further orders will be processed and may relegate forward order allocations until the pending invoices are paid.

SunPower reserves the right to withdraw a credit facility at any time without notice.

Additional terms and conditions may apply.