

Northern States Metals Company (Solar FlexRack) Return Material Authorization (RMA) Policy

RMA requests are to be submitted online using the form located at: <https://solarflexrack.com/rmarequest>

An email acknowledgement of the form submission will be returned with an RMA request number. **PLEASE NOTE: The request number is not an authorization number to return the product.** SFR will review a properly submitted RMA request and, if approved, will provide authorization including instructions on how to return the unit(s).

The Owner named in the Solar FlexRack Warranty is the sole party responsible for RMA requests. The Owner may designate, in writing, a third party representative to work with SFR during this process, but the Owner remains responsible for all costs or other obligations associated with RMA material which is examined and deemed not to be covered under the SFR Warranty or otherwise covered by SFR's partners via pass-through third party warranties.

RMA requests submitted on the Owner's behalf by a properly designated third party shall be noted in the RMA Request Form, and appropriate Owner contact information must be included. Owners that have acquired the RMA-applicable site(s) and assumed the obligations of an Owner under the SFR Warranty through SFR's original customer(s) will need to complete a registration process with NSM/SFR's Accounting department prior to any RMAs being accepted if such Owner is not a previous customer of NSM/SFR.

The unit(s) must be returned as instructed or risk delay and/or forfeiture of the RMA. The return of any unit(s) not on the issued RMA will **NOT** be evaluated. SFR will attempt to return unauthorized materials to the sender or Owner, and the sender or Owner shall bear all costs of such return. SFR is not responsible for the loss of any unit(s) or any other goods or materials that are received by SFR and which were not authorized.

Return authorization expires 30 days from date of electronic issuance and any delay may result in resubmission of all forms beginning with the link above. Exceptions may be made at SFR discretion. Please reach out to SFR via SFRTracker@solarflexrack.com prior to expiration of the RMA for complications regarding meeting the deadline.

After evaluation of the unit(s) by SFR and/or its vendors, unit(s) deemed to have a Defect and which will be covered by the SFR Warranty will be repaired or replaced pursuant to the SFR Warranty.

For unit(s) deemed not to have a Defect pursuant to the SFR Warranty, SFR or its vendors will provide an explanation. If repair of the unit(s) not covered by the SFR Warranty is/are feasible, SFR may provide a quote for such repair and return of the unit(s). A Purchase Order (PO) must be issued or a credit card payment must be made in order for repair to start and be carried out on such unit(s).

If SFR or its partners deem it necessary to disassemble returned product for evaluation/root cause analysis, this may lead to irreparable damage to a unit(s). Neither SFR nor its partners shall be liable for the loss of an irreparable unit(s) to the extent that no warrantable defect is found.

Neither SFR nor its partners will assume the cost of returning unit(s) or any other goods or materials. Unauthorized use of SFR's or any of its partners' shipping accounts may result in a penalty totaling the actual shipping cost plus an administrative fee billed to the Owner. All unit(s) in process at the time of such billing shall be held until the invoice is paid.

For unit(s) covered under the SFR Warranty, SFR will bear the costs to return the repaired or replaced unit(s) under the same conditions which the unit(s) were originally supplied. Unit(s) not found to have a Defect or to be otherwise warrantable shall have all costs of the return paid by the Owner.

Shipping/freight costs for RMAs will follow the below schedule:

Return of product to SFR or vendor		Site Owner/transferor
Return of repaired or replacement product to customer	<i>Fault covered by warranty</i>	SFR
	<i>Fault not covered by warranty</i>	Site Owner/original transferor

The customer is encouraged to purchase extras/spares at their discretion. This can be done at any time in the process and will help eliminate downtime in production and extra mobilization to retrieve and replace unit(s) at the site(s). Any subsequent Owner may also purchase spares at their discretion at any time by issuing a Purchase Order to NSM / SFR.