

TERMS AND CONDITIONS

New England Solar Electric Inc. is **NOT A STORE FRONT**. Please make an appointment for consultation or pick-up of goods. We will spend up to two free hours of consultation with you for your PV system design, by appointment, here. Additional consultation time is \$35 per hour.

● **PRICES AND SPECIFICATIONS MAY CHANGE WITHOUT NOTICE.**

● **WE WILL MATCH OR BEAT MOST ANY SALE PRICE ON ANY PV MODULE, TRACE INVERTER, SERVEL REFRIGERATOR, TROJAN BATTERY OR ANY OTHER PRODUCT WE SELL.**

● **WE STOCK MOST OF THE ITEMS IN THIS CATALOG. WE HAVE BUILT OUR BUSINESS ON PROMPT SHIPMENT OF ORDERS.**

This catalog is designed to be concise and inexpensive to print. This keeps our costs down, which allows us to give you the best pricing. There is a lot of information in a small space. Additional information is best obtained by calling New England Solar Electric Inc. We have the information that will help you balance different components to eliminate mistakes and trade-ins. We can also tell you which components are more efficient and will run which appliances.

This catalog is constantly updated with new equipment and prices. Unfortunately, specifications and prices may change without any notice. If you see a price reduction in another catalog, or a new model listed, please call us. We will probably have the change.

Due to variability of local conditions, materials, site, loads, and installation, New England Solar Electric does not guarantee the output or performance of a solar electric system. The original manufacturer of each component in a system or in this catalog may provide limited warranties of performance specifications of its product. New England Solar Electric Inc. makes no representations, warranties, or guarantees, expressed or implied, unless set forth in writing executed by us, and you may only rely on the original manufacturer's limited warranty, if any.

Solar electricity is much more expensive than public utility service. The size solar electric system sold by New England Solar Electric Inc. cannot be expected to power a conventional household.

Please request the warranty policy for any piece of equipment. Any warranty repairs are normally made by the original manufacturer. Details and instructions should be in the box. Please do not return goods here without calling first. It will only delay the warranty process and increase the shipping costs. We reserve the right to charge a 15% restocking fee on any item returned. We try to be reasonable about this, and make an effort to exchange goods for credit on other goods. You will be responsible for shipping costs. Special order items may not be returnable for credit. Please call for return authorization before you return any item for any reason.

PERSONAL CHECKS must clear before we can ship you your order. **BANK CHECKS, MONEY ORDERS, and CREDIT CARDS** clear immediately. When ordering with a credit card you must give us your telephone number and billing address. We will not ship to another person at another address without first confirming the cardholder's identity and billing address. This is for your protection. Call for more information.

UPS charges are on the order form. These are for the continental 48 states. Call for UPS charges to other areas. Items that are too large or heavy to ship UPS are shipped by common carrier. These items are normally refrigerators and freezers, batteries, large solar modules, top-of-pole and track racks, large inverters and space and hot eater heaters. Call for freight quote.

There is **NO MASSACHUSETTS SALES TAX** (for residents of Massachusetts) for PV equipment if the owner of the principal dwelling files a form ST-12A. The form is filled out by you for each purchase stating that this PV equipment is for use in your principal dwelling. You give us the form and we won't charge you the sales tax. We have these forms on file if you need one.

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9 AM - 5 PM Mon. - Fri.
EASTERN STANDARD TIME

FREE CATALOG FOR A NEIGHBOR

Do you have a friend or neighbor who has no power line at his home or cabin? We will mail him or her our \$3 catalog for free if you fill out the following information or call in the information to 413-238-5974. There is an answer machine to take your information after our working hours.

Remote Home Remote Cabin
 Own a Remote Building Lot
Distance to power line _____
Price to bring in power _____
Currently have? PV Generator
Batteries _____
Name _____
Address _____
City _____
State _____ Zip _____

