

Customer policy - hardware orders

Warranty, RMA, Freight Damage and Lithium Battery Shipping Policy

Scope

This policy applies to quote-first hardware orders and project-support orders sold by Texas Ranch Energy / GREENECOPOWER CORP. The final order, invoice, manufacturer warranty document, and freight terms control when they conflict with this summary.

Quote-first purchasing

- Heavy batteries, inverters, solar modules, and ESS kits are reviewed before payment so freight, tax, paperwork, and support scope are clear.
- Qualifying DFW-area orders may include free local delivery during the promotion. Liftgate service, inside placement, onsite labor, permits, and freight outside DFW are quoted separately.
- Installer support, drawings, stamped engineering, commissioning, and troubleshooting are separate service scopes unless explicitly included on the order.

Freight receiving checklist

- Inspect the pallet, carton, shrink wrap, impact indicators, and product exterior before signing the delivery receipt.
- If damage is visible, write "DAMAGED" on the carrier paperwork before signing. Take photos of the pallet on the truck when possible.
- Photograph all sides of the packaging, shipping label, serial labels, and damaged areas before unpacking further.
- Report freight damage to sales@texasranchenergy.com as soon as possible, preferably the same day, with photos and delivery paperwork.
- Keep all packaging until the carrier and supplier review is complete.

RMA process

Step	Required action
1. Open a case	Email order number, model, serial number, installation date, site ZIP, installer contact, photos, and fault description.
2. Troubleshooting review	Texas Ranch Energy may request settings screenshots, wiring photos, BMS/inverter logs, and load-test notes before an RMA is issued.
3. Manufacturer approval	Most hardware warranty decisions require manufacturer or supplier approval. Do not ship lithium batteries or inverters back without written RMA authorization.
4. Return packing	Use approved packaging, protect terminals, follow lithium battery shipping rules, and follow the carrier instructions on the RMA.

5. Resolution	Repair, replacement, credit, or denial depends on the manufacturer decision, inspection result, and order terms.
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Common exclusions

- Damage from incorrect wiring, reverse polarity, overcurrent, water intrusion, unapproved modification, dropped equipment, or installation outside the manual.
- Claims based on unsupported certification statements or using a parts-only value path where the job required a listed complete ESS package.
- Labor, permit, lost production, customer downtime, and third-party costs unless specifically covered in writing.
- Cosmetic packaging damage that does not affect product function, unless freight claim rules require documentation.

Lithium battery shipping note

Lithium batteries may be regulated as hazardous or dangerous goods for transport. Do not ship a battery back by parcel or freight without written RMA instructions. Terminals must be protected, state of charge and packaging must follow the applicable shipping method, and carrier rules may require additional documents.

Contact

Email sales@texasranchenergy.com with order number, photos, serial numbers, and a short description of the issue. For time-sensitive delivery damage, include "Freight Damage" in the subject line.