

Ecoer Inc.

3900 Jermantown Rd.

Suite 150

Fairfax, VA 22030

703-348-2538

Notification

For better after-sales support of Ecoer equipment, in regard to any damaged units, please see the following process:

- 1) Please visually inspect all deliveries for damage at time of receipt.
- 2) Notify the logistics company of any damage immediately and write down damaged units on the shipping paperwork before signing.
- 3) Please supply all information on damaged units with in 12 hours of receiving to Ecoer Inc.
- 4) Send all details on damaged units to include photos, BOL, Pro#, Model and Serial numbers and submit request for credit to our Warranty Claim/ Technical Support Team and our Logistics Team at the following emails. Please send to all these email addresses: support@ecoer.com, winston.s@ecoer.com, danny@ecoer.com.

Any further delay in this process could result in not receiving full credit claim back from Ecoer Inc.

Thanks for your help in this matter!

Ecoer Team

3/20/19