



## **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 review 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 within 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 of the following email addresses: [support@ecoer.com](mailto:support@ecoer.com), [winston.s@ecoer.com](mailto:winston.s@ecoer.com), [danny@ecoer.com](mailto: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