



P A R A D I S E P O W E R C O M P A N Y

CUSTOMER ASSISTANCE NOTICE

This notice is to inform our customers of a new procedure adopted by PPC Solar that may affect your usual way of doing business with us.

In the past we have tried to accommodate our Walk-in / Call-in Customers by providing them with immediate technical assistance and often in-depth guidance and consulting. We have found we can no longer do this. Doing this pulls our technician away from what they are working on for ANOTHER customer - a customer who may have received a consultation the week before, a customer that scheduled an appointment and now has an expectation of having their needs met. PPC Solar has decided to adopt a "by-appointment" policy for technical assistance and consultation. This will enable us to offer better customer service to all of our customers.

The new procedure is as follows:

Walk-in / Call-in Customers

- If you know **exactly** what you want, we will locate the item in our warehouse and sell it to you at that time. If the item needs to be ordered we will collect a 50% deposit and order the item at that time.
- If you need wire cut or ends put on wire, please call in advance with the details (type of wire, length of wire, ends needed, etc) so we can make the wire before you get to our shop.
- If you need guidance above and beyond just pulling an item off of a shelf (example: correct sizing for wire, charge controller sizing, inverter brand recommendation, etc) we will schedule a consultation with a technician.
 - Consultation fees are \$1/min. If goods are purchased or if installation / service work is performed as a result of the consultation, you will receive a 10% discount or a full refund on the consultation fee, whichever is the lesser. Example: If your consultation takes 60 min, you will be billed \$60. Then, if you purchase \$600 worth of goods after receiving your consultation we will credit your purchase 10% (\$60).
 - To make the best use of your time at the consultation, be prepared with all the questions you may have regarding what you are trying to do. Also be prepared with all the information we may need to accurately consult you. Attached is a consultation guide that can help you with preparedness.

PPC Solar Installed PV arrays - Customers needing trouble shooting guidance

- Your phone call will be returned between 3 – 5 that day or 8 - 10 the next day – whichever is more convenient for you.