

— SnapNrack® —



1 (877) 732-2860

contact@snapnrack.com

www.snapnrack.com

SnapNrack

775 Fiero Ln. Ste. 200

San Luis Obispo, CA 93401

WELCOME TO SNAPNRACK

Thank you for choosing SnapNrack as your solar mounting solutions partner! Since 2007, we have been designing & manufacturing industry-leading Solar Mounting Solutions. With nearly two decades of racking existence and installations on over 7 Gigawatts - we have the experience to support you & your team! SnapNrack can guarantee you game changing products & solutions that are backed by our superior engineering and a best-in-class customer experience to meet all your needs and more.

Our premium product solutions have paved the way for our solar installers to meet the demand of their business needs, no matter the install size - big or small. We are extremely proud of our SnapNrack organization; offering a significant and reliable supply chain, a laser focused account management and sales team, and best-in class field support teams to make doing business with us seamless and easy. As your solar racking manufacturer, our role is to help you get the best racking solutions, for the right price, when you need it & where you need it, while providing the best technical and product support. Visit snapnrack.com for more product information or download our complete [Product Catalog](#), view our [Where to Buy](#) page and or search our technical product collateral to help you succeed.

Our team of experienced solar professionals are ready to provide you & your team with the trusted support & the best-in-class service you expect. It's a privilege to be your racking partner and support your daily business at creating a planet run by the sun.

**Please note, your MSA or Distribution Agreement should be your first resource for specifics relating to your account.*

We created this client information packet to provide guidance on common questions, guidelines, policies, and standard business information to simplify your experience working with SnapNrack.

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OUR SOLUTIONS & PRODUCTS

We are proud to have an in-house product development team with design, structural, and compliance engineers developing solutions to enable solar installations for all. We partner with the best solar installers to tap into the voice of the customer - the ones installing our products on the roof, to implement and make changes to our solutions & products. We stay focused on the installers' needs while ensuring that they align with company economics. Our technical team of product experts carefully vet every product, only choosing the best performing and highest quality components, so you can install with confidence. Have questions on a product? Ask our team of product specialists and applications engineers without losing time on the jobsite.

MOUNTING SYSTEMS



ULTRA RAIL



TOPSPEED



RL UNIVERSAL



SERIES 200

DESIGN SUPPORT & SERVICES



ONLINE CONFIG TOOLS

Free online configuration tools for all SNR systems to easily design systems & calculate BOMs based on project needs.

- Layout configuration for all SnapNrack racking systems
- Save, store, edit and share projects
- Shareable & exportable bill of materials to buy from Distribution
- Engineering documentation available on Resources page



PERMITTING & DESIGN SUPPORT

SnapNrack is your one stop shop for your solar permit Design & Engineering with our permit plan set & design support services.

- Project Management Platform
- 24/hr SLA
- Low rates of As-Built and AHJ Rejection revisions
- PV Design customization to Installer preferences
- Electrical & Structural Engineering Stamps (as needed)
- Included with racking cost (see Special Pricing + Terms & Conditions)

MEET YOUR TEAM

We offer you the support you need to grow your business. From order placement to system design, product application, or installation guidance, our Account Management and Sales Teams work together to support your daily product needs as well as provide market strategy & insight to help grow your business.

You can expect to work directly with these SnapNrack groups & contacts:

SALES

Our seasoned Sales team is here to be your company liaison for new accounts, updates to terms and conditions and overall provide the best in class experience with SnapNrack. You can expect the following from your trusted Sales team at SnapNrack:

- Introduction to the SnapNrack company & full Portfolio of products
- Account Set Up
- Establish Credit Lines
- Outline & establish Terms & Conditions

ACCOUNT MANAGER

Every SnapNrack Account is assigned a regional account manager to support your overall experience and account needs. You can expect your Account Manager to:

- Connect through customer visits, strategic planning calls & email check-ins
- Provide you with product road maps & expected availability
- Facilitate product training as needed
- Available for any questions or concerns related to your account

SALES OPERATIONS


Here to provide best-in-class customer experience related to point of sale, customer related inquiries, post order processing and access to the most experienced field trainers in solar.

You can expect our team to interact with you in the following ways:

- Order Management (Pricing & Product Orders)
- Customer Service (Post Order/Sale)
- Field Training


PRICING & PRODUCT ORDERS

 salesupport@snapnrack.com

 1 (877) 732-2860, option 1

CUSTOMER SERVICE (POST ORDER)

 customerservice@snapnrack.com

 1 (877) 732-2860, option 1

HOW TO PLACE ORDERS

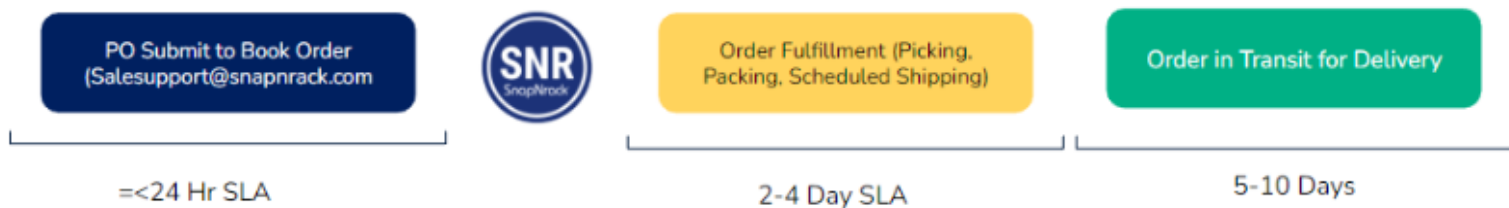
We pride ourselves on operational excellence with fast and reliable ordering services available. We have a team of dedicated order management specialists and fulfillment coordinators devoted to allow for easy ordering and delivery.

For all New Orders Please submit to the following email address:

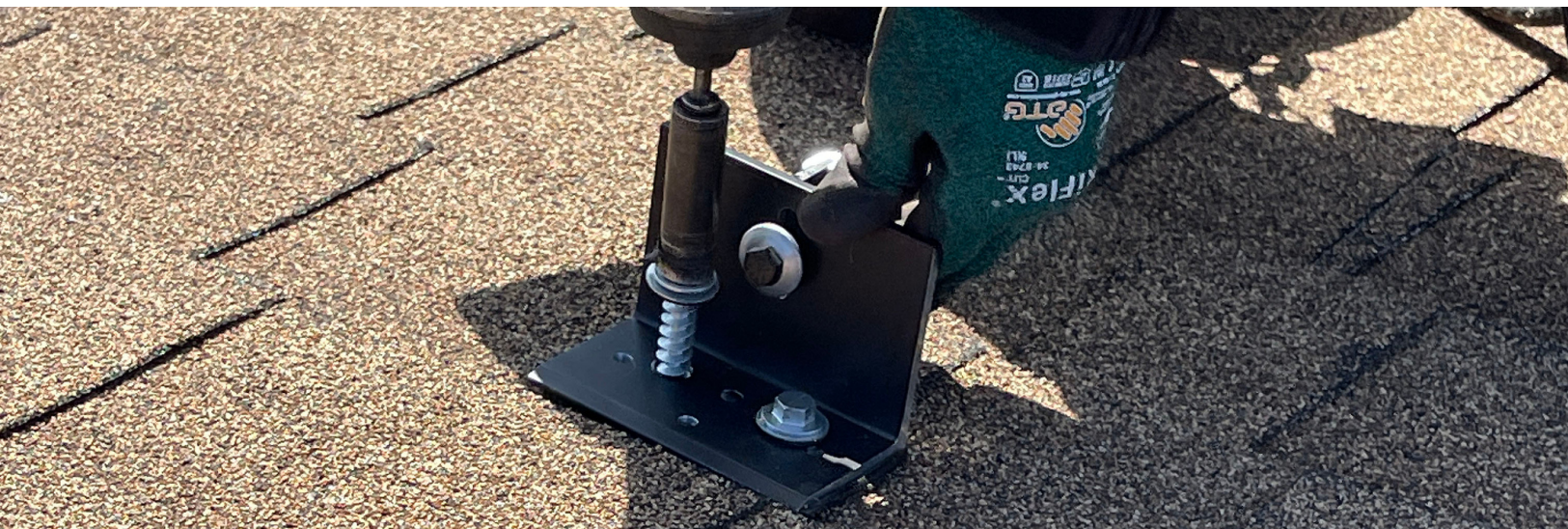
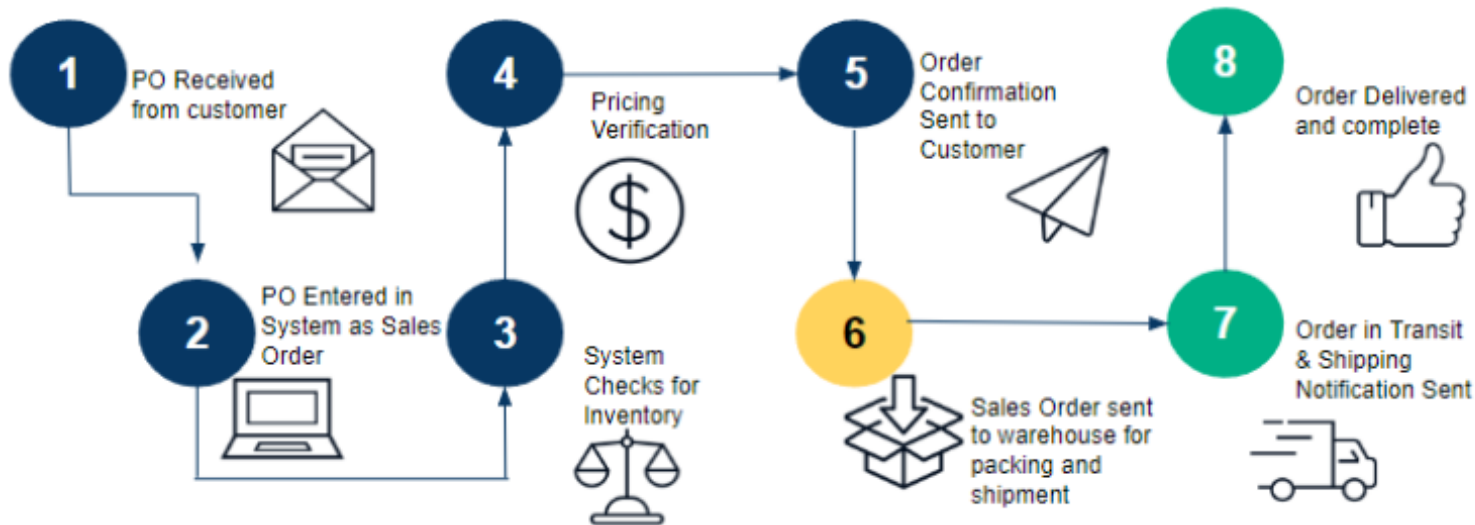
- salesupport@snaprack.com

STANDARD LEAD TIMES: 4 WEEKS FROM THE TIME ORDER IS PLACED

TIMELINE & WHAT TO EXPECT



SALES ORDER JOURNEY



PAYMENT OPTIONS

SnapNrack Solar accepts the following methods of payment:

- Credit Terms - Established credit lines with open credit (see below)
- ACH - Available to pay invoices on a credit line
- Wire transfer
- Check

*Please include invoice number on all payments sent by Mail
(Credit Card Payments are NOT Accepted)



REGULAR OR OVERNIGHT MAILED PAYMENTS:

SnapNrack
775 Fiero Lane, Ste. 200
San Luis Obispo, CA 93401



ACH & WIRE DETAILS:

Bank of America
Account Name: SnapNrack
Account #: 4451757199
ACH Routing #: 111000012
Wire Routing #: 026009593
Account Address: 225 Bush St. Ste. 1400, San Francisco, CA 94104-4249

ESTABLISHING CREDIT

A line of credit can afford you the flexibility to grow your business and manage the expenses of equipment and materials for your solar installs. SnapNrack is pleased to extend credit to our customers to help you succeed in reaching your business goals.

Please note that all new customers are automatically set up with prepay terms. If you are interested in establishing credit terms with SnapNrack, please speak with your Account Manager and submit the appropriate form below:

NEW ACCOUNT APPLICATION

[Apply for a SnapNrack Account](#)

CREDIT TERMS REVIEW APPLICATION

[Request an increase in your current credit line](#)

MANAGE YOUR ORDERS TO ENSURE ON-TIME DELIVERY

SnapNrack offers parcel and freight shipping within the US or will ship to your US-based freight forwarder. Our distribution centers take great care to package your orders and find the best price and carrier options. Take advantage of our “**SnapNrack Choice**” shipping, and we’ll determine the best carrier and price for your delivery. For more information, please review our full Shipping Policy.

HOW TO RECEIVE A FREIGHT SHIPMENT

Our warehouse team takes great care in packing your order, but we’ll need your help to thoroughly check your shipment upon receipt. Protect yourself from liability by learning how to properly receive a freight shipment.

- [Click here for details on how to receive your shipments](#)

DISTRIBUTION FREIGHT SHIPMENT POLICY

Our **standard policy** for freight is as follows:

- If your Purchase Order is equal to order greater than \$25,000 and <\$35,000, SNR will discount the freight charge by 50%
- If your Purchase Order is equal to order greater than \$35,000, SNR will waive the freight charges for that shipment

FAQs

Standard Logistics Expectations:

- Parcel Shipments that are less than or equal to 150 lbs and not on a pallet (i.e. UPS & FedEx)
- 5 pallets or less (LTL) FedEx, 1 priority, and a variety of others from a broker network
- 14+ pallets for FTL volumes (5-6 carriers we use for those)

Orders from our DC locations (CA & PA) flow into a transportation management system and get scheduled to the best fit for region, economics, and timing.

How does long rail travel?:

- LTL carriers with close box truck methods will be utilized for most of our products transportation
- FTL carriers with open trailer methods will be utilized for long length items (i.e. Rail bundles)
 - 3 bundles of rail will be transported on LTL unless requested otherwise on the PO submission
 - 4+ bundles of rail will be transported on FTL transportation only

Do you offer Jobsite Delivery?:

- No, at this time we do not offer jobsite delivery.

Special Instructions for delivery: Our carriers do offer services such as residential delivery, liftgate, and appointments if/when required for a delivery.

- These services may add an additional day to the carrier transit time

This **MUST** be included in the Order Submission or Outlined on the PO with instructions

FOR TAX EXEMPT BUSINESSES

If your business is tax-exempt and you'd like to ensure we do not collect sales tax on your orders, please provide a copy of your valid resale tax certificate or state-specific tax/solar exemption forms.

Next, email our customer service team, customerservice@snapnrack.com, with your company name, SnapNrack Account number, and a copy of your *resale certificate/tax exempt form*. If SnapNrack does not have a valid resale certificate or tax exemption form on file, we will charge the applicable sales tax on your order until the proper documents are received. Sales taxes will not be refunded on sales orders placed prior to receipt of the required document(s).

SALES TAX

All Customer claims for credit due to incorrect sales tax calculations need to be submitted to SnapNrack Customer Service by Phone # (877) 732-2860 or customerservice@snapnrack.com within 24 hours of being identified.

- Customer is responsible for ensuring that all tax exemption documentation submitted to SnapNrack is both accurate and up to date at the time of account creation and complete OR if operating regions change.



CUSTOMER SERVICE

Our friendly customer service team is here to support you for all your post order inquiries, requests, concerns or issues for pre-delivery and post-delivery.

You can expect to interact with our Customer Service Specialists in the following ways:

- Invoice requests
- Freight claims/Charges
- Warranty Claims
- Replacement requests
- RMA requests
- Credits and Billing
- Fulfillment Coordination
- Payment Processing
- Account Adjustments or Updates

PRODUCT RETURNS

RETURN POLICY

All returns require a Return Merchandise Authorization (RMA) number provided by SnapNrack Customer Service. To initiate a product return, please email us at customerservice@snapnrack.com. Please allow (3) business days to review and process all return requests.

Product Return Information:

- Only the original customer may request a return.
- SnapNrack reserves the right to charge a restocking fee of up to 20%
- All Products must be returned with prepaid and insured shipping to the address specified by SnapNrack.
- All return requests must be made within 30 days of receiving the shipment
- Snapnrack will credit the purchase price of all normally stocked items in new condition and in its original packaging. Items not eligible for return include:
 - Damaged Products
 - Items not featured in the active Price List (relative to the shipment date)
 - Items listed as "Special Order" in the active Price List (relative to the shipment date)
 - Items listed as "While Supplies Last" in the active Price List (relative to the shipment date)
- Any credit issued will be applied to the account.
- Please reference your RMA number when submitting your payment remittance

[Click here for our for our full return Policy](#)

FREIGHT CHARGES & ISSUES

All Customer claims for credit due to incorrect freight calculations need to be submitted to SnapNrack Customer Service by email at customerservice@snapnrack.com or by phone (877) 732-2860 option 1. Our [general freight guidelines](#) are as follows unless your MSA/Agreement states otherwise:

- If your Purchase Order is equal to order greater than \$25,000 and <\$35,000, SNR will discount the freight charge by 50%
- If your Purchase Order is equal to order greater than \$35,000 will waive the freight charges for that shipment

Please note we will use our contracted providers unless explicitly instructed otherwise via order submission, account details or post-shipment notification.

DAMAGE/SHORTAGE POLICY

We ask all Customers to thoroughly review their received material at the time of delivery. Customers are responsible for ensuring an employee is available and authorized to sign for all deliveries.

WARRANTY CLAIMS

All warranty claims should be submitted directly to the appropriate SnapNrack Account Management Representative via email and include a representative from the distributor the product was purchased from as well as the SnapNrack Applications Engineering team at appeng@snapnrack.com.

In order to receive the best service possible, please utilize the [SnapNrack Warranty Claim Form](#) and provide appropriate photos and attachments to the email submission.

[SnapNrack Manufacturer's Warranty Link](#)

DEBIT MEMO REQUIREMENTS

SnapNrack Customer Service has a three business day service level agreement for actioning post shipment credit requests.

- Customer need to wait until SnapNrack Customer Service provides a unique RMA or Credit Memo number before submitting payment with remit referencing related issue.
- We ask our Customers reference their unique SnapNrack RMA or Credit Memo number when payment remit is submitted.
- If a Customer does not follow this policy, their credit request will need to be rejected as we ask that all Customers adhere to these policy guidelines.

TRAINING & APPLICATION RESOURCES

SnapNrack has a highly knowledgeable team devoted to field training and application support dedicated to offering access to product and market training & educational opportunities throughout the year.

FIELD TRAINING

With national coverage to support your business needs, we offer field training support and product transition help with new and existing customers. In order to request training or resources please contact your account manager or fill out the following request form:

- For requests: **Field Training Intake Form**
- Please request a 2 week min. from Training Intake



APPLICATIONS ENGINEERING TEAM

With deep practical knowledge of racking systems and solar system design, SnapNrack has some of the best product engineers and technical specialists in the industry. You can count on us from product selection to system design to ensure you get the right product for your specific application. We offer:

- Comprehensive technical design and review, including a detailed bill of materials, attachment & product system drawing in PDF form
- Guidance on new product launches and obsolete products
- Product selection and portfolio planning
- **Contact via email: appeng@snaprack.com**

TECHNICAL SUPPORT RESOURCES

- SnapNrack [Resources Page](#)
- [Configuration Tool User Portal](#)
- [Ultra Rail Configuration Tool](#)
- [RL Universal Configuration Tool](#)
- [TopSpeed Configuration Tool](#)
- [MightyMount Configuration Tool](#)
- [S200 Ground Mount Configuration Tool](#)

PRODUCTS & ENGINEERING

Team Includes product development services, product application and professional services for our hardware:

- Product & Portfolio managers
- Applications & Design Engineers
- Professional Engineering Support



EDUCATIONAL RESOURCES

We're pleased to offer a suite of in-person and digital product training, which include but are not limited to:

- Complimentary webinars on current and upcoming new and existing products
- In-depth product training and current market trends
- NABCEP CE registered courses/webinars
- Regional one-day workshops, lunch-n-learns, co-marketing opportunities access to partner training

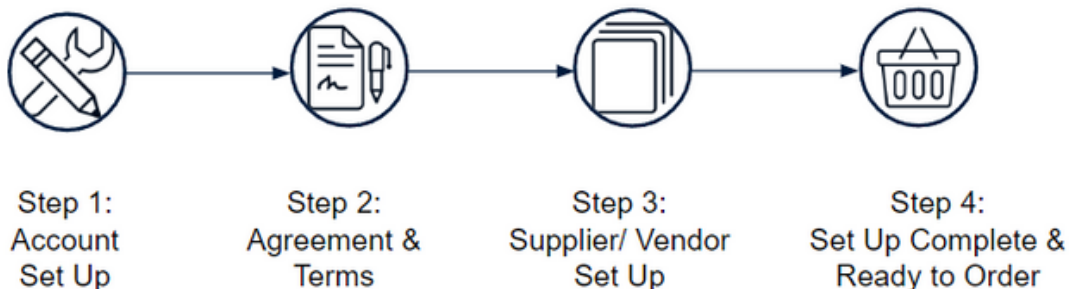
Educational Links:

- Training & Events - [Visit our Events Calendar](#)
- SnapNrack Product Catalog - [Download here](#)
- SnapNrack YouTube Channel - [Watch previous educational Webinars & Training videos](#)

NEW PARTNER ONBOARDING

Interested in learning more about how to become a distributor of SnapNrack solar products? Look no further, we have a partner onboarding process that you as your Sales Representative can quickly enroll in to begin reselling our industry leading products to your customers.

PARTNER ONBOARDING PROCESS STEP-BY-STEP



SPECIAL PRICING AGREEMENT

SnapNrack has a special pricing agreement offering option. If you have an active special pricing agreement for a specific Installer.

Rebate claims will need to be filed monthly to receive debit credit. If approved, a Credit Memo will be applied.

Claims can only be filed for active Special Pricing Agreements

Claim submissions must be submitted via email to: rebateclaim@snapnrack.com

- Please reference your Terms and Conditions for processing guidelines on your active SPA contact.



STAY CONNECTED

OPERATING HOURS

8:30 A.M. - 5:00 P.M. PST

WAREHOUSE LOCATIONS

West Coast Distribution Center

- 9355 W. Riggan Ave. Building 1, Visalia, CA 93291

East Coast Distribution Center


- 10874 2nd Amendment Drive Glen Rock, PA, 17327

HEADQUARTERS & PRODUCT DEVELOPMENT LOCATION

775 Fiero Lane, Suite 200, San Luis Obispo CA 93401


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 salesupport@snapnrack.com

 1 (877) 732-2860, option 1

CUSTOMER SERVICE (POST ORDER)

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 1 (877) 732-2860, option 1

FOLLOW SNAPNRACK ON SOCIAL MEDIA

