

IN-STOCK ORDERS:

All orders placed before 4:00pm on business days will be processed and shipped within 1-2 business days. Deliveries occur Monday -Friday during regular business hour.

MTO ORDERS:

Orders that contain items on backorder or Made To Order will be fulfilled within the same time frame upon arrival in stock. MTO items typically take 4 to 6 weeks from order entry.

ALL ORDERS:

All orders are shipped on EXW terms. Free shipping is provided for orders which meet our shipping allowance policy.

All orders are shipped with tracking numbers, which are available the day after orders have shipped. Please contact ReneSola sales representative prior to placing an order if you cannot be present to receive the package during regular business hours, or need extra service for unloading (such as, inside delivery, tailgate, etc.).

Canada Estimated Standard delivery Lead-time

| | Purolator Ground | LTL Trucking |
|----------------------|-------------------------|---------------------|
| ONTARIO | 1-2 business days | 1-3 business days |
| QUEBEC | 1-2 business days | 1-3 business days |
| MANITOUBA | 3-4 business days | 5-7 business days |
| ALBERTA | 4-5 business days | 5-7 business days |
| BRITISH COLUMBIA | 4-5 business days | 5-7 business days |
| PRINCE EDWARD ISLAND | 4-5 business days | 5-7 business days |
| NOVA SCOTIA | 4-5 business days | 5-7 business days |

IMPORTANT NOTES:

1. In the event of a holiday, shipping may be delayed. We recommend that you plan enough time to receive your shipments in a timely manner. ReneSola WILL NOT be held responsible for delays due to the carrier service's holiday shipping schedule.
2. If you redirect or cancel your shipment after it has been shipped out, or cannot sign for a package without notifying ReneSola beforehand, you are responsible for the original shipping charges, any additional fees that are incurred on the package, and the cost of returning the package to ReneSola.