

SERVICE DEPARTMENT

PAYMENT POLICY

For all Sundance service calls there is a minimum \$120 charge. This includes drive time up to 1 hour from our office in Weaverville and 30 minutes of on-site labor. Additional driving or labor is billed in 15-minute increments at \$80/hour.

After hours, weekends, and holiday service calls are billed at \$120/hour. Normal work hours are from 8 a.m. to 5 p.m., Monday through Friday, excluding major holidays.

To schedule a service call:

- Call the Sundance office at **828-645-2080** or submit a request online at sundancepower.com
 - The Service Department Manager will respond to your request to discuss the issue and schedule an appointment.
 - Sundance requests a credit card preauthorization before scheduling a technician.
 - Payment via credit card, check, or cash is expected at time of service.
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Taxes and fees:

- Any payments over \$300 that are made with a credit card are subject to a 2% processing fee.
- For repairs requiring parts over \$250, a 50% deposit is required for all parts ordered.

We are happy to provide a paid receipt for your records.



SUNDANCE
POWER SYSTEMS INC.

Empowering People with Solar Since 1995

Asheville, NC: 828.645.2080

Raleigh, NC: 919.252.0016

Greenville, SC: 877.843.4850

sundancepower.com