



COMMERCIAL APPLIANCE SERVICE, INC.



Commercial Appliance Service, Inc. (hereafter "Vendor") warrants that all products and parts are free from defects in material and workmanship under normal use and service as per original manufacturer's warranty to the purchaser (hereafter "Customer").

Terms & Conditions

Prices: All published prices are F.O.B. Vendor. A tax imposed by any present or future federal state or local laws, if paid by us, will be charged to, and is the responsibility of, the Customer. Title and risk of loss to products or parts pass to the Customer upon delivery to the carrier.

Freight & Shipping Charges: Products are shipped F.O.B. shipping point with freight costs and handling fees paid by Vendor and charged to the Customer. Other terms and conditions may apply for freight collect, export orders, hazardous materials, special handling or shipments outside the contiguous United States. Any extra charges incurred for additional services, such as Customer's carrier or special handling by the carrier, may apply. Title and risk of loss pass to the customer upon tender of shipment to the carrier. If product is damaged in transit, Customer must file claim with the carrier.

Terms: Terms of net thirty days from the date of invoice will be offered to Customers who provide a completed and approved Vendor credit application. All other Customers will be C.O.D.

Note: Prices and terms, designs, material specifications, weights and dimensions are subject to change without notice.

Return Goods Policy & Procedures

Vendor will not accept any returns without prior approval or consent, which will be given or withheld at Vendor discretion. All returns are subject to the parts manufacturer's return policies; we will honor returns based on the restrictions under those policies. A **Return Authorization is required for all returns** and can be obtained by calling the Parts Department at the numbers listed below. The product must be in **new, unused condition, and in its original packaging**, to be accepted. To assist in making the process easy, please have the part number, the invoice number, and the reason for returning the part before calling for your Return Authorization.

Standard Restock Fee Policy on **stock parts** returned within:

0 – 30 Days 0% Restocking Fee

31 – 60 Days 20% Restocking Fee

61 – 90 Days 30% Restocking Fee

No returns will be accepted beyond 90 days.

• **Upon receipt and inspection of part, credit will be applied to your account within 10 business days.**

Standard Restock Fee Policy on **non-stock parts** are as follows:

0 – 30 Days 25-30% Restock Fee

No returns will be accepted beyond 30 days.

• **Credits for special order parts will be refunded upon approval and credit from factory.**

Additional conditions or exceptions:

- Parts ordered in error valued at \$30 or less will not be authorized for return or credited.
- As some manufacturers do not permit returns of motors, electronic parts, special orders, or custom made/modified orders, we must adhere to those policies. In addition, a number of our manufacturers do not permit returns for any reason therefore all sales of those manufacturers' parts are final. All electrical part sales are final.
- In order to ensure compliance with foodservice manufacturers' return policies, *returns of non-stock foodservice parts* need to be received within 15 days of being issued a Return Authorization. Please contact the Vendor Parts Department for more details on restock fees that may apply based on foodservice manufacturer' policies.
- Parts used, installed, or discontinued will not be accepted for credit under any circumstances, unless prior approval has been given as previously stated.
- All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization Number. If these conditions are not met, the returned products or parts will be refused.
- As such, when requesting your Return Authorization you may be informed the part is no longer returnable. We appreciate your support as we look to more consistently align our returns policy with our OEM partner suppliers.

PARTS AND SERVICE SPECIALISTS FOR THE FOODSERVICE INDUSTRY

281 Lathrop Way, Suite 100 | Sacramento, CA | www.commercialappliance.com

Telephone 916.567.0203 | Toll 800.464.2222 CA/NV | Parts & Service Fax 916.567.0324 | Accounting Fax 916.567.0266



COMMERCIAL APPLIANCE SERVICE, INC.

Any deviation from this procedure will result in delayed credit processing. Any returns for damaged, defective, or unwanted parts, the Customer needs to adhere to the parts return procedures as outlined on the next page.

Shortages and Damages

Every effort is made to ensure that you receive an accurate and complete parts order and that it is received undamaged. If a discrepancy in your order exists, please contact the Parts Department at the numbers listed below immediately and report the problem by referencing your invoice number and the discrepancy. If your order is damaged, call the Parts Department immediately for assistance with the damage claim and to reorder parts. See further instructions under "Freight Damage Claims". To assist in helping you, please save the damaged shipment container in the condition that you received it for damage claims inspection. A digital photo of the damage may be required.

Freight Damage Claims

In the event of damage, shipment damage must be noted on bill of lading. Notify the carrier, as well as Vendor. Vendor's Parts Department will assist with the claim process, digital photos may be required. All obvious package damages must be signed for as damaged with the carrier at the time of receipt. Products or parts **MUST** be inspected for concealed damage within 2 business days of receipt. Again, save the damaged shipment container in the condition that you received it for a damage claims inspection.

Warranty Claims & Returns

A completed Warranty/Defective Claim Form is required for all warranty returns and can be obtained by calling the Vendor's Parts Department. Once the claim is completed and validated, a Return Authorization is issued for the return of the Warranty/Defective parts(s) Vendor. All parts must be returned within 30 days, and special order parts must be returned within 15 days. Warranty/Defective Claims are limited to the warranty conditions as provided by our manufacturers. Vendor will process your warranty claim with the manufacturer of the defective part(s) and will issue credit for your claim once the manufacturer has accepted the claim from Vendor and issued a credit. Any freight costs related to a Warranty/Defective Claim item, any replacement items and any parts returned for warranty processing are the Customers' responsibility, as Vendor is just an intermediary between the two. As the manufacturers require complete warranty information from Vendor, processing of Warranty/Defective Claims will not begin until complete and accurate information is supplied to Vendor. Failure to provide information in a timely manner may result in the delay or cancellation of the return.

Authorized returns should be returned with Return Authorization Number to the Parts Department at the address listed below.

Service Warranty

Vendor offers Customer a 90 day parts and labor service warranty. This 90 day parts and labor warranty guarantees quality workmanship and covers against defective parts for 90 days. The warranty will not cover the entire unit, just the parts and workmanship performed. Warranty repairs will be exempt from warranty if the repair failed due to operator misuse, abuse, lack of maintenance, or acts of God. Similar to parts warranties, some minor adjustments and calibrations may be required after the initial installation and will not be covered under warranty. In instances where Customer provides parts to be installed, Vendor will not offer any part or labor warranty.

PARTS AND SERVICE SPECIALISTS FOR THE FOODSERVICE INDUSTRY

281 Lathrop Way, Suite 100 | Sacramento, CA | www.commercialappliance.com

Telephone 916.567.0203 | Toll 800.464.2222 CA/NV | Parts & Service Fax 916.567.0324 | Accounting Fax 916.567.0266