



# Terms and Policies

## **ORDER NUMBERS**

Always use our bold type order numbers when placing your order for products in this catalog.

## **\$100.00 ORDERS**

Order \$100<sup>00</sup> or more in merchandise and receive an additional 4% discount on your order. This discount is offered to help pay the freight charges on your orders and will be shown on your invoice. Walk-in doors, glass reach-in doors, special ordered and custom fabricated products are excluded from this additional 4% discount.

## **PLACING ORDERS**

1. Phone orders toll free:  
U.S. and Canada (800) 423-2446  
Pacific States and Alaska (800) 537-8300  
East Coast and Central States (800) 716-7788
2. Fax Orders toll free:  
(800) 833-3515  
(800) 835-6655
3. Mail Orders:  
California Colorado  
Refrigeration Hardware Supply Corp. Refrigeration Hardware Supply Corp.  
9021 Norris Avenue 632 Foresight Circle  
Sun Valley, California 91352 Grand Junction, Colorado 81505

## **MINIMUM ORDER**

In order to cover costs we have established a minimum order of \$10.00 net merchandise plus shipping

## **SHIPPING**

Orders are normally shipped United Parcel Service (UPS), regular ground service, 3 day select, second day air (blue label) or next day air (red label) as requested. Oversized lengthy parts may be shipped by special tariff economy air freight. Heavy or bulky items will normally be shipped common carrier truck line. RHS is granted preferential tariff rates by selected motor carriers that are passed on to our customers. We will honor customer preferences where possible.

## **RETURNED MERCHANDISE**

Returned merchandise must be accompanied by a returned merchandise order number (RMO) in order to receive credit. Obtain RMO numbers from the sales department when contacting our office to return material. Material returned without an RMO is subject to loss or considerable delay. DO NOT SEND returned material back freight collect or C.O.D. IT WILL BE REFUSED. An invoice copy or packing slip will greatly assist our personnel to process your credit. All returns that are not caused by RHS error are subject to a minimum of 10% restocking and paperwork processing fee. Unwanted materials should be returned within 30 days of receipt.

## **OPEN ACCOUNT**

An open account will be considered for those customers who provide us with a properly filled out application for credit and bank information release form (see back of catalog). We respond in writing to your request for credit as soon as possible. All open account invoices are due within 30 days of the invoice date.

## **PARTIAL SHIPMENTS**

It is our policy to ship all orders the same day they are received if possible. We will normally ship all items that are in stock. If we are out of stock of any item, we will normally backorder the item(s) and ship them as soon as they arrive. If you require your order to be shipped complete please inform the sales representative who takes your order or mark your written order 'SHIP COMPLETE'.

## **PACKING**

When additional packaging is required, i.e., crating, wood stiffeners, special cartons or shipping tubes, to safely ship merchandise, additional charges will be added to shipping and handling. These charges will only be for the additional cost of packaging materials and will be kept to a minimum.

## **PRICES**

Prices quoted will be the lowest possible price at time of order, consistent with normal business practices. Published prices are subject to change at any time and may be higher or lower than the most recent published price. Customers who use large quantities of individual items should contact our sales departments for special prices where available.

We will usually honor all prices quoted by our sales departments for a period of 30 days, unless advised otherwise by our sales personnel.

## **PRODUCTS**

All products illustrated in our catalogs are displayed as accurately as possible at the time of publishing. Occasionally manufacturers change products, specifications, or appearances of their replacement parts and this is beyond our control.

All products listed in our catalogs are not necessarily manufactured by or obtained from the manufacturer indicated. Products listed may be provided by alternative manufacturers and are made to standards equal to or better than the original parts provided by the named manufacturer of the equipment.

## **SHORTAGES**

If you feel you did not get all the merchandise indicated on the packing list, you must report it to us within 3 days of receiving the package. Always keep the original shipping carton and packing material.

## **LIMITED WARRANTY**

All hardware items are warranted for a period of 90 days from date of sale. Where our suppliers have offered a longer warranty period this will be made available to our customers.

Refrigeration Hardware Supply will repair, replace or refund the purchase price, at its option, for any of its products which prove to be defective within the limits of this warranty.

This warranty does not include labor or shipping costs necessary to replace or repair the product.

This warranty shall not apply to any product that has been subject to improper installation, abuse, misuse or used for purposes not intended.

In no event shall Refrigeration Hardware Supply Corporation be liable for incidental or consequential damages.

Refrigeration Hardware Supply Corporation makes no warranty to those defined as consumers in the Magnuson-Moss Federal Trade Commission Improvement Act.

## **SPECIAL ORDERS**

Refrigeration Hardware Supply gladly accepts orders for products not appearing in our catalog, subject to the delivery schedule of our supplier. Returns or cancellation of special orders are subject to terms of the vendor.

## **DEPOSITS**

Custom fabricated products including wire shelves and special size walk-in doors are subject to a minimum 50% deposit before order will be entered. These items must also be ordered in writing. (See specific ordering instruction in the respective catalog section).

## **TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

Products listed under various manufacturers names may not be supplied directly by the manufacturer indicated. Replacement products are manufactured to comparable or better standards than original O.E.M. specifications.