



# 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").

## Return Goods Policy

All electrical part sales are final. Parts returns will not be accepted after 30 days from the date of invoice. A 30% restocking fee will be assessed to all non-stock items. Parts valued at \$30 or less will not be authorized for return. Credits for special order parts will be refunded upon approval and credit from factory. Returns of non-stock foodservice parts need to be received within 15 days of being issued to guarantee a return will not be rejected due to manufacturer policies. All returned parts or products must be sent freight prepaid and must be properly marked based on specific return circumstance, as noted below. If these conditions are not met, the returned products or parts may be refused. Additionally, when requesting a part return, you may be informed that the manufacturer will not allow the part to be returned. We appreciate your support as we look to more consistently align our return policy with our OEM partner suppliers.

## Shortages & Freight Damage Claims

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.

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

## Part Return & Warranty Claim Procedures

**Part Returns** require a completed Parts Return Form. Forms can be obtained by calling our Parts Department. Once the claim form is completed and returned with copy of invoice, a Return Authorization Number is issued for the return of the part(s). All parts must be returned in saleable condition, uninstalled & in original packaging. Special order parts must be returned within 15 days of the return authorization. Common stock parts must be returned within 30 days. Refunds, minus applicable restock fees or freight charges, will occur once the part is received and inspected. In the case of special order parts, refunds will occur upon our credit from the manufacturer.

**90 Day Warranty Claims** for defective parts are limited to the warranty conditions as provided by Manufacturer. Defective Parts are to be sent back to Vendor in a box marked "Attn: Warranty", with a copy of the invoice including the model # and serial #. Vendor is just an intermediary between the Customer and the Manufacturer. Any freight costs related to a warranty claim item are the Customers' responsibility. Vendor will process the warranty claim with the manufacturer and will issue a reimbursement to customer once the manufacturer has issued a payment to Vendor.

**Commercial Appliance will not accept any returns without the appropriate prior approval, as noted in the above sections. The customer needs to adhere to the parts return procedures as outlined above for any returns for damaged, defective, or unwanted parts.**

**Failure to provide the required information in a timely manner may result in the delay, cancellation, or rejection of the transaction. Any deviation from these procedures may also result in delayed credit processing. Unless notified otherwise, please use the return address that is listed below for all returns.**

## PARTS AND SERVICE SPECIALISTS FOR THE FOODSERVICE INDUSTRY

281 Lathrop Way, Suite 100 | Sacramento, CA | [www.commercialappliance.com](http://www.commercialappliance.com)

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