

**FREIGHT/RETURN POLICY****1. FREIGHT**

- A. Free freight for orders totaling \$2000 or more of glass decanters and/or equipment, shipping to one destination at one time within the Continental U.S.A.
- B. For orders totaling less than \$2000 or orders shipping to more than one location and/or at different times, the freight will be F.O.B. Sparks, Nevada, or Forest View, Illinois.
- C. There will be an additional charge for special requests to upgrade standard freight service. This includes notification on arrival or appointment deliveries of COD'S.

**2. DAMAGES AND SHORTAGES**

- A. Inspect your shipments immediately. The transportation company is responsible for the merchandise while it is in transit to you.
- B. If there is a shortage or damage to your shipment, action must be taken by you to notify carrier within 48 hours of receipt of shipment to assure approval of claim. It is the duty and responsibility of the delivering carrier to give you a written report of such shortage or damage following notification.
- C. For visible shortage or damage do not accept delivery unless the condition is noted on your copy of the freight bill and signed by the driver. If damaged and unacceptable, please advise the carrier of this and also notify Bloomfield Industries.
- D. **CONCEALED DAMAGE:** If the damage is concealed, notify the carrier within 48 hours by phone and in writing, asking them to send their agent to complete an inspection report. Retain all cartons and merchandise for their inspection report and claim approval.
- E. It is critical that you file a written claim with the carrier within 48 hours of receipt of shipment for any shortage or concealed damage. Enclose with your claim:
  - 1. Carrier's Inspection Report.
  - 2. Paid freight bill.
  - 3. Original or Certified Copy of invoice.

**3. RETURNS**

Goods may not be returned without prior approval from Bloomfield Industries. In order for merchandise to be returned, it must be in the original carton and unopened. Product must be less than six months old from date of invoice. Special merchandise built to a buyer's specifications may not be returned. Returned goods must be shipped to Bloomfield Industries, Verdi, Nevada prepaid and will be credited at invoice less 30% restocking charge. The restocking charge will be reduced to 20% if a replacement unit is ordered.

**ALL CARTONS RETURNED MUST BE MARKED WITH RETURN AUTHORIZATION NUMBER. A NUMBERED FORM WITH THE CARTON LABEL WILL BE MAILED TO THE CUSTOMER FOR EACH REQUEST. MULTIPLE CARTONS MUST EACH BE MARKED WITH THE RETURN AUTHORIZATION NUMBER.**

A return authorization request will not be issued for any item totaling less than \$200.00 list price.

**4. PRICES:** Prices are subject to change without notice. All prices in U.S. dollars.**WARRANTY STATEMENT**

All electrical equipment manufactured by BLOOMFIELD INDUSTRIES is warranted against defects in materials and workmanship for a period of one year from the date of original installation or eighteen (18) months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser, except that:

- a. airpots carry a 30 day parts warranty only.
- b. dispensers; i.e., tea and coffee carry a 90 day parts warranty only, excludes decanters.

THE FOREGOING OBLIGATION IS EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED.

BLOOMFIELD INDUSTRIES DIVISION/SPECIALTY EQUIPMENT MANUFACTURING CORPORATION SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES FROM ANY CAUSE WHATSOEVER.

This warranty is void if it is determined that upon inspection by an Authorized Service Agency that the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God.

It also does not apply if the serial nameplate has been removed or unauthorized service personnel perform service. The prices charged by Bloomfield Industries for its products are based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Bloomfield Industries Authorized Service Agency or one of its sub-agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest Authorized Service Agency, transportation charges prepaid, for services.

In addition to restrictions contained in this warranty, specific limitations are shown below (Additional Warranty Exclusions). Bloomfield Industries Authorized Service Agencies are located in principal cities.

This warranty is valid in the United States and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or for information and other details concerning warranty write to:

Service Parts Dept. • Bloomfield Ind. • P.O. Box 280 • Verdi, NV 89439 • Phone: (775) 345-0444 • Fax: (775) 345-0569

**BLOOMFIELD INDUSTRIES SERVICE POLICY AND PROCEDURE GUIDE ADDITIONAL WARRANTY EXCLUSIONS**

1. Resetting safety thermostats, circuit breakers, overload protectors, or fuse replacements unless warranted conditions are the cause.
2. All problems due to operation at voltage other than specified on equipment nameplates – conversion to correct voltage must be the customer's responsibility.
3. All problems due to electrical connections not made in accordance with electrical code requirement and wiring diagrams supplied with the equipment.
4. Replacement of items subject to normal wear, to include such items as knobs and light bulbs. Normal maintenance functions including adjustments of thermostats, microswitches, and replacement of fuses and indicating lights are not covered under warranty.
5. All problems due to inadequate water supply, such as fluctuating, high or low water pressure, etc.
6. All problems due to mineral/calcium deposits, or contamination from chlorides/chlorines. De-liming is considered a preventative maintenance function and not covered by warranty.
7. Full use, care and maintenance instructions are supplied with each machine. Those miscellaneous adjustments noted are customer responsibility. Proper attention will prolong the life of the machine.
8. Travel mileage is limited to sixty (60) miles from an Authorized Service Agency or one of its sub-agencies.
9. All labor shall be performed during normal working hours. Overtime premium will be charged to customer.
10. All genuine Bloomfield replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. Any use of non-genuine Bloomfield parts completely voids any warranty.
11. Installation, labor, and job checkouts are not considered warranty.
12. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are not covered by warranty. This includes institutional and correctional facilities.

©2002 Bloomfield Industries • A Division of Carrier Commercial Refrigeration • www.bloomfield-ind.com

FREIGHT RETURN POLICY AND WARRANTY STATEMENT