

Terms and Conditions

Prices:

All prices are LIST. Applicable taxes will be added.

Quotations:

Unless otherwise stated, quotations are effective for 30 days only.

Acceptance:

All orders are subject to acceptance by Glastender, Inc.'s headquarters in Saginaw, Michigan. Possession of the Product Directory and Price List is not an offer to sell.

Shipments:

F.O.B. factory in Saginaw, Michigan. Freight terms are Third Party or Collect if shipped directly to you. Prepay and Add to Invoice freight terms are available upon request. The approximate shipping weights of all products are listed with the prices. Partial shipments will be made unless otherwise specified by the customer. Surface freight classifications are:

- GT-24/GT-30/GW24 Glasswashers - Class 175
- GT-18 Glasswashers - Class 250
- All Underbar Equipment - Class 175
- Bar Die Orders – Class 250
- Portable Bars - Class 175
- Remote refrigerators (i.e., no compressor) or dry storage back bar equipment - Class 175
- Self-contained refrigeration equipment - Class 150
- Ice Display Units (IDU and GDU) - Class 85
- Lighted Liquor Displays - Class 85
- Beer line chillers and beer towers (beverage dispensing equipment) - Class 92.5
- Bottle Disintegration System - Class 150
- Ice Cream Freezers - Class 77.5

All small items are evaluated to see the most cost effective means for shipment. Many small items ship via UPS or FedEx; however, when dimensional weight is excessive, LTL carriers are the most cost effective choice. Spare parts orders received before 1:00 PM EST can usually be shipped the same day.

The order department is happy to assist with routing or shipping questions.

Payment Terms:

Cash should be included with all orders unless credit terms have been arranged. To establish credit, banking and trade references are required. A convenient credit application is available upon request. Payment via credit card is not our normal means of receiving payment. Visa and MasterCard will be accepted, but must be charged at the time of shipment. In addition, a payment via credit card for orders totaling more than \$500 will incur a 3% convenience fee on the total transaction amount.

Delivery:

The majority of equipment is manufactured to order and typically ships within three to six weeks after complete order information is received by the factory. In-stock equipment typically ships within two to three days of the factory receiving complete order information.

Returns:

Items specified as "Manufactured to Order" are NOT returnable. A Return Authorization number must be issued by the factory in advance for any items that are returnable. The number MUST be noted on the outside of the returned package. Returns must be received within 90 days of the issue date. Shipping charges must be prepaid. A minimum 20% restocking charge will be applied to all authorized returns if received in new, unused condition in the original packaging.

The above conditions apply to spare part returns, except spare part returns must be received within 30 days of original shipment for electronic or electrical parts or within 90 days for all other parts.

Loss or Damage:

For customer routed shipments, Glastender, Inc. is not responsible for any loss, damage, or delay of merchandise during shipment. Such transit claims must be filed with the carrier. Merchandise must be examined on arrival. If shortages occur, Glastender,

Inc. must be notified in writing within five (5) days of delivery to honor any shortage claim. Glastender will assume responsibility for freight claims on Prepay and Add shipments but the customer must inspect freight and note any damage upon receipt. Failure to do so may result in losses at the customer's expense.

Custom Orders:

Custom orders must be paid in advance and are not subject to cancellation.

Laminates:

Some products include common, readily available plastic laminates of the customer's selection. There may be an additional charge if uncommon varieties are ordered.

Glastender Freight Program

Program Conditions

Glastender, Inc. equipment pricing includes standard freight costs under the following conditions:

- Equipment order is for a minimum of \$2,500, shipped to a single destination at the same time.
- Freight carrier is selected by Glastender, Inc. and may vary based on destination, transit times, performance history, customer service, or other factors.
- Shipping destination is within the continental United States and Canada. Non-continental or other international destinations are shipped to port of export.
- Combining equipment orders is allowed to reach the minimum order level if combined orders are shipped to the same destination at the same time.
- Equipment order terms of sale are FOB Saginaw MI / Freight Prepaid.
- Equipment returns are not covered.
- Parts orders do not qualify and will be charged shipping accordingly.

Customer Responsibilities

In addition to the program conditions listed above, the receiving customer must:

- Note all damage on the delivery receipt at the time of delivery.
- Open and inspect any items that look suspicious or raise concern, even if the carrier tells you it is not allowed.
- Refuse only the damaged items and keep the other items on the order.
- When in doubt, sign the delivery receipt as damaged.

The only way to hold the carrier liable is to sign the delivery as damaged.

Additional Fees

Additional carrier-related services and fees over and above standard freight costs are not covered. Such services and fees will be invoiced at the time of order or after the order has shipped.

Examples of additional fees include the following:

Split shipment.....	Cost difference between single shipment and split shipment
Lift gate.....	\$55 (Only available for items under 96" in total packaged length)
Inside delivery.....	\$100 per pallet/piece
Residential delivery	\$100
Limited access site	\$100
Expedited delivery	Difference from standard rate
Special delivery time.....	Carrier rate
Storage	Carrier rate
Re-delivery.....	Carrier rate
Re-consignment.....	Carrier rate
Other additional services not listed...	Carrier rate

Questions

For questions regarding the Glastender Freight Program, please contact Shipping & Receiving:

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