



Thank you for placing your Restaurant Equippers hood order with us! Please carefully review the following information.

### **Reviewing Your Order**

We will review your order to identify any potential issues and may reach out via email with recommendations. We also highly recommend checking with your local authorities to confirm the equipment you are ordering will work for your needs and location.

### **Shipping**

If any item or packaging is damaged or missing, or if you have any doubt about possible damage, you **MUST** do the following:

- Note it clearly on the delivery receipt before signing
- Keep your copy of the delivery receipt
- Contact us within 1 business day
- Keep the damaged packing materials for inspection
- Take pictures of the damaged items and packaging

### **Return Policy**

All special orders from Restaurant Equippers are final as each item is custom manufactured. Should a situation arise where an item does need returned, it must be approved by Halifax with a Return Merchandise Authorization prior to being returned to their location. For authorized returns, you are responsible for a 35% restocking fee and all shipping costs associated with the return. Items for warranty replacement or exchange will not be eligible for credit if the product is not returned within 30 days after the issuance of a Return Merchandise Authorization.

**Please sign below to acknowledge that you understand and agree to your responsibilities as described above.**

Special Order Installation Address: \_\_\_\_\_

Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

Sign Here: \_\_\_\_\_