

# WARRANTY INFORMATION

## EAGLE Shelving Warranty

EAGLE Foodservice warrants that goods supplied hereunder manufactured by EAGLE Foodservice will be free from defects in material and workmanship at the time they leave our factory. Upon factory inspection, we guarantee to replace any shelf that is defective for a period of up to one year from the date of original installation, not to exceed 18 months from date of shipment from EAGLE, provided that it has been properly installed and maintained. If a shelf proves to be defective, or not in conformity with the specification, customers are entitled only to replacement of such unit. Under no circumstances will we be liable for any claims for labor or subsequent damage.

To the original owner, EAGLE GROUP warrants against rust formation over more than 5% of the shelving surface as stated below following original date of installation:

	<b>WARRANTY</b>	<b>DRY STORAGE</b>	<b>COOLER STORAGE</b>
Chrome	1-year warranty	✓	-
EAGLEbrite®	3-year warranty	✓	-
VALU-MASTER® and Valu-Gard®	5-year warranty	✓	✓
EAGLEgard® (with MICROGARD®)	12-year warranty	✓	✓
Stainless Steel	15-year warranty	✓	✓
QuadPLUS®	*	✓	✓
* Polymer Shelf Mats have a lifetime warranty against rust and corrosion. * Wire Truss Frames, based on finish, have same warranty duration as outlined above.			
Solid Shelving	1-year warranty	✓	✓

EAGLE wire shelving must be cleaned with soft cloths and mild detergents. Using harsh detergents, abrasive materials, scrapers or stiff brushes will void this warranty, as will physical damage, rupturing the coating or sustained exposure to corrosive substances and vapors. Warranty applies only when shelves have been continuously used within a temperature range from -20°F to +120°F, with intermittent exposure up to +200°F for Valu-Gard®, Valu-Master® or EAGLEgard® epoxy finishes, and up to +175°F for chrome or EAGLEbrite® zinc finishes.

In the event of a warranty claim, an EAGLE GROUP representative will examine the installation and determine return or repair disposition. Repairs will be handled by the initial owner. Returns, including disassembly and subsequent reassembly, become the responsibility of the initial owner. Replacements will be shipped prepaid FOB the nearest distribution point.

There are no warranties which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE Foodservice and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty which exceeds the warranties stated above.

**NO EAGLE EQUIPMENT MAY BE RETURNED EXCEPT UPON WRITTEN AUTHORIZATION FROM EAGLE FOODSERVICE EQUIPMENT.**

**SEE PAGE 431 FOR TERMS & CONDITIONS.**

## EAGLE Worktable, Sink, Dishtable, and Ventilation Hood Warranty

EAGLE Foodservice warrants that goods supplied hereunder manufactured by EAGLE Foodservice will be free from defects in material and workmanship at the time they leave our factory.

Within a period of one year from the date of original installation of the equipment, not to exceed 18 months from date of shipment from EAGLE, EAGLE Foodservice will replace, without charge, any defective parts or component material upon demonstration to its satisfaction that a breach of warranty did not exist. Under no circumstances will we be liable for any claims for labor or subsequent damage.

Using harsh chemicals, abrasive materials, scrapers or stiff brushes may void this warranty.

There are no warranties which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE Foodservice and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty which exceeds the warranties stated above.

**NO EAGLE EQUIPMENT MAY BE RETURNED EXCEPT UPON WRITTEN AUTHORIZATION FROM EAGLE FOODSERVICE EQUIPMENT.**

**SEE PAGE 431 FOR TERMS & CONDITIONS.**

**EAGLE Foodservice Equipment is a division of EAGLE GROUP.**  
*(formerly known as Metal Masters)*

# WARRANTY INFORMATION

## Limited Warranty for Hot Food Table Buffet Equipment, Cold Pan Units, Portable Food Warming Equipment, Heated Drawers, and Transport Holding Cabinets

EAGLE Foodservice Equipment warrants to the original owner that goods supplied hereunder manufactured by EAGLE Foodservice Equipment will be free from defects in materials and workmanship for a period of one year from date of original installation, not to exceed 18 months from date of shipment from the factory. EAGLE Foodservice Equipment will replace, without charge, any defective parts or component material, upon demonstration to its satisfaction that a breach of warranty did not exist.

Contact factory for a listing of the authorized parts and service centers near you or call the factory for assistance.

This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire, or acts of God. This warranty shall not apply if the nameplate has been removed or altered.

There are no warranties, which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE Foodservice Equipment and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty, which exceeds the warranties stated above.

**NO EAGLE FOODSERVICE EQUIPMENT MAY BE RETURNED EXCEPT UPON WRITTEN AUTHORIZATION FROM EAGLE FOODSERVICE EQUIPMENT.**

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## Limited Warranty for Cooking Equipment—including but not limited to all Gas and Electric Griddles, all Gas and Electric Charbroilers, all Gas and Electric Hot Plates, and all Gas and Electric Fryers

EAGLE Foodservice Equipment warrants to the original owner that goods supplied hereunder manufactured by EAGLE Foodservice Equipment will be free from defects in materials and workmanship for a period of one year from date of original installation, not to exceed 18 months from date of shipment from the factory. EAGLE Foodservice Equipment will replace, without charge, any defective parts or component material, upon demonstration to its satisfaction that a breach of warranty did not exist.

Contact factory for a listing of the authorized parts and service centers near you or call the factory for assistance.

This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire, or acts of God. This warranty shall not apply if the nameplate has been removed or altered.

**INTENDED FOR OTHER THAN HOUSEHOLD USE. THESE COMMERCIAL APPLIANCES MUST BE INSTALLED WITHIN SURROUNDINGS AND VENTILATION REQUIREMENTS AS DICTATED BY NATIONAL AND/OR LOCAL CODE.**

There are no warranties, which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE Foodservice Equipment and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty, which exceeds the warranties stated above.

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## EAGLE Underbar Warranty

EAGLE Foodservice Equipment warrants that goods supplied hereunder manufactured by EAGLE Foodservice Equipment will be free from defects in material and construction at the time they leave our factory.

Within a period of one year from the date of original installation of the equipment not to exceed 18 months from date of shipment from EAGLE, EAGLE Foodservice Equipment will replace without charge any defective parts or component material upon demonstration to its satisfaction that a breach of warranty did not exist. This warranty applies to parts or component material only. All parts, whether covered by warranty or purchased for replacement or repair, will be shipped FOB Factory. All parts returned to the factory must be shipped prepaid. Under no circumstances will we be liable for any claims for labor or subsequent damage.

**WARRANTY AUTOMATICALLY BECOMES NULL AND VOID IF UNDERBAR UNIT HAS BEEN USED WITH A GAS BURNER.**

There are no warranties which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE foodservice Equipment and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty which exceeds the warranties stated above.

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## Panco® Transport Systems Warranty

EAGLE Foodservice Equipment warrants to the original owner that goods supplied hereunder manufactured by EAGLE Foodservice Equipment will be free from defects in materials and workmanship for a period of one year from date of original installation, not to exceed 18 months from date of shipment from the factory. EAGLE Foodservice Equipment will replace, without charge, any defective parts or component material, upon demonstration to its satisfaction that a breach of warranty did not exist.

Contact factory for a listing of the authorized parts and service centers near you or call the factory for assistance.

This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, alteration, operation contrary to the installation and operating instructions, damage caused by flood, fire, or acts of God. This warranty shall not apply if the nameplate has been removed or altered.

There are no warranties, which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by EAGLE Foodservice Equipment and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty, which exceeds the warranties stated above.

**NO EAGLE FOODSERVICE EQUIPMENT MAY BE RETURNED EXCEPT UPON WRITTEN AUTHORIZATION FROM EAGLE FOODSERVICE EQUIPMENT.**

## - Terms and Conditions -

### PRICES

All merchandise will be billed at our current published list prices in effect at the time of shipment.

### PERFORMANCE

All shipping dates are approximate. Fulfillment is always subject to availability of material and to conditions affecting shipment that are beyond our control. EAGLE shall not be held liable for any delay in performance due to reasons beyond our control.

### SHORTAGE

All claims for shortage must be brought to our attention within five (5) business days from date merchandise is received. Please be certain that you receive the number of packages signed for.

### CANCELLATIONS

Cancellations are not accepted on orders in transit or on custom items. Standard orders that are cancelled while already in production will be subject to up to a 30% restocking charge based upon product ordered.

### RETURNS

**Custom and modified standard equipment is non-returnable.**

Authorization Policy for Standard Returns:

- ✓ Previously written approval from EAGLE's Customer Service is mandatory on all returns.
- ✓ Return authorization must be requested within 60 days from date of shipment.
- ✓ Authorized return shipments, in which merchandise is not defective and orders have been properly filled, must be shipped prepaid and properly packaged to prevent merchandise damage.
- ✓ Each return authorization number (*located on the upper right hand corner of the form*), must be written on the outside of each carton returned to EAGLE.
- ✓ No credits will be processed for a return until we have confirmation that the item has been received, has been inspected and it is confirmed that item is in unused and new, sellable condition.

Restocking:

- ✓ Restocking and equipment repair fees for merchandise damaged during return shipment to EAGLE will be withheld from issued credit.
- ✓ Returns of made-to-stock merchandise are subject to a 30% restocking fee.

Restocking (continued):

- ✓ Returns of standard made-to-order merchandise are subject to a 50% restocking fee.
- ✓ \$75 net minimum on merchandise returns.

### PRINTS & DRAWINGS

All prints and drawings submitted with orders are accepted as a final approval in the custom order process. Errors that arise due to incorrect submittals are the responsibility of the customer. There are no cancellations on custom orders.

### DAMAGES

EAGLE's responsibility ceases immediately upon our retaining receipt of pickup from our dock by the transportation company, unless the merchandise is refused by the consignee. If a container shows rough handling, do not give the carrier a clear delivery receipt and inspect the merchandise immediately. Note the damage on the delivery receipt/bill of lading while the driver is there. If you sign your name on the freight bill without noting any damages, then you are stating you have received your order/shipment in acceptable condition. Upon finding damage while unpacking the product, call the carrier without further unpacking, ask for an inspection, and follow through by filing a claim with the carrier immediately.

### ORDER APPROVAL

All orders are subject to final approval by EAGLE's home office. Acceptance and/or performance shall be at all times subject to the approval of EAGLE's Credit Department. Minimum order \$50.00 net.

### TERMS

Discount and discount date are clearly marked at the bottom of each invoice should you be entitled to any discount, subject to current status of your account.

### FOB

All orders ship FOB Origin freight collect unless otherwise specified. All orders shipped prepaid/add will receive a 20% administrative surcharge added to the freight charge. Shipper is not responsible for any unauthorized accessorial charges. These charges will be billed back to the customer after shipment in the form of a separate invoice.

### UPS

All UPS shipments will be charged a minimum of \$25.00.

- MONETARY VALUES ARE BASED ON U.S. CURRENCY. -

## Distribution Locations (in U.S. only)

For orders/sales, call 1-800-441-8440. The phone numbers of the following distribution points are for pickup information only.

#### In Delaware (corporate office):

##### EAGLE GROUP

100 Industrial Blvd.

Clayton, DE 19938

Toll Free Ph: 1-800-441-8440

#### In Texas:

##### Dallas Distribution

c/o Storage Equipment Co. Inc.

1258 Titan Drive

Dallas, TX 75247

Ph: 214-630-9221

#### In California:

##### Cerritos Distribution

c/o Displays By Jack

12930-12950 Alondra Blvd.

Cerritos, CA 90703

Toll Free Ph: 1-800-441-8440

All orders are to be sent to our corporate office. Please call our corporate office to place your order. All addresses are subject to change.



100 Industrial Boulevard, Clayton, DE 19938-8903 U.S.A.

Phone: 800-441-8440 or 302-653-3000. Fax: 302-653-2065

<http://www.eaglegrp.com>