



Sales Terms

Warranty valid only in the USA

Prices & Specifications

Copper Beech reserves the right to change the prices and specifications of their products without notice.

Customers Freight Damage Procedure

Before signing the carrier's freight bill, the customer should do the following:

1. Inspect shipment for any damage. If you see damage or feel there may be concealed damage, mark the carrier's copy of the freight bill "damaged"
2. If there is damage to your shipment, you must notify Copper Beech of the damage within 24 hours of receipt.
3. If the damage is concealed, notify Copper Beech within 48 hours by phone or in writing.

Return of Product

Equipment – Prior authorization must be granted by Copper Beech before product can be returned for credit or discount. Returns will only be authorized within 90 days of invoice date. Return authorizations are only valid for 60 days. Product approved for return is subject to 25% restocking



fee. Returned product must be packed in original or equal packaging, and received in good condition.

Parts – Prior authorization must be granted by Copper Beech before parts can be returned for credit. Returns will only be authorized within 20 days of invoice date. Parts approved for return are subject to a 25% restocking fee. Returned parts must be shipped prepaid, in the original or equal packaging and received in good condition.
(ELECTRICAL PARTS ARE NOT AUTHORIZED FOR RETURN IF THE ORIGINAL PACKAGING HAS BEEN OPENED OR TAMPERED WITH)

Limited Warranty: One (1) year warranty on parts and labor (unless otherwise specified)

Copper Beech warrants to the original purchaser of Copper Beech branded products, including all parts thereof, that such product is free from defects in material and workmanship, under normal and proper use and maintenance service as specified by Copper Beech and upon proper installation and start-up in accordance with Copper Beech installation and operating instructions, for the period of one (1) year from the date of invoice or eighteen (18) months after shipment from manufacturer whichever comes first (unless otherwise specified). For the purpose of this warranty, the original purchaser shall be deemed to mean the individual or company for whom the product was original installed.

Our obligation under this warranty should be limited to repairing or replacing, including labor, any part of such



product which proves thus defective. Copper Beech reserves the right to examine any product claimed to be defective. If after review the product is not deemed defective. Copper Beech reserves the right to deny payment for repair and labor. The labor warranty shall be for standard straight time, which is defined as normal service rate time, for service performed during normal working hours. Any service requested outside of a servicer's normal working hours will be covered under this warranty at the normal rate and any additional overtime rate will be the responsibility of the equipment purchaser.

Any part determined to be defective and requested to be returned should be returned to the company within 30 days under the terms of this warranty and must be accompanied by a record of the unit model, serial number and identified with a return authorization number issued by Copper Beech.

Copper Beech is not responsible for equipment failure relating to improper installation such as improper utility connection, improper utilities supply and problems due to ventilation.

Copper Beech assumes no liability for units connected to improper electrical connections. Copper Beech is not responsible for the repair or replacement of faulty or damaged components resulting from incorrect supply voltage, unstable supply voltage, electrical power failure. Units should have a dedicated wall outlet and use of surge protectors or extension cords will void the warranty.



Installation in unstable, mobile and enclosed area will not be considered proper install

Copper Beech assumes no liability for parts or labor coverage for component failure, factory defect or any other damages for units installed in non-commercial foodservice, mobile or residential applications.

Units in remote locations are limited under this warranty to one (1) year parts and labor within a reasonable travel time as determined by Copper Beech. Excessive travel charges due to location will not be covered.

Unauthorized service on a unit (other than preventative maintenance) will void warranty.

It is the responsibility of the equipment owner to have unit ready and adequate space necessary for repair service.

Warranty does not cover standard wear parts which include but are not limited to light bulbs, doors, hinges, handles, shelves, casters, shelf clips, door locks and baskets unless deemed defective within 30 days from date of purchase.

Warranty does not cover issues caused by improper installation or lack of basic preventative maintenance. No warranty will be authorized unless the equipment was installed by a qualified installer in accordance with all federal, state and local codes.

All warranty claims require prior authorization and must be made directly through Copper Beech. All claims should



include: model number of unit, the serial number, invoice for proof of purchase date and all pertinent information supporting the existence of the alleged defect. Please call 855-525-5505. If service turns out to be a non-warranty issue the equipment owner will be billed for the service and non-payment for service will result in warranty being voided.

This warranty is not transferrable from original purchaser.

NO CLAIMS CAN BE MADE AGAINST THIS WARRANTY FOR SPOILAGE OF PRODUCTS, LOSS OF SALES OR CONSEQUENTIAL DAMAGES.

This warranty does not apply outside the limits of the United States of America, nor does it apply to the repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies, lack of specified maintenance, acts of terrorism or acts of God.

Limitation of Liability

Copper Beech Corporation or their affiliates shall not be liable for any indirect, incidental, special or consequential damages, or losses of a commercial nature arising out of malfunctioning equipment or its parts or components thereof, as a result of defects in material or workmanship.

Unfortunately, Copper Beech products are sometimes sold by companies that are not authorized to do so. Goods sold by these unauthorized companies are not purchased from Copper Beech; instead they are acquired from a host of other sources. Do to the nature of goods sold by unauthorized dealers and their business practices, products sold by unauthorized dealers are not entitled to Copper Beech



warranty coverage. We are using our best efforts (including this warning) to prohibit these companies from taking advantage of consumers, but these practices still exist. We urge you to use diligence when selecting a dealer to make your purchase.