

Ordering Guidelines & Conditions

Our Promise to You

Since 1960, Bargreen Ellingson has been providing quality products at wholesale prices. Our growth and reputation has been based on customer trust and satisfaction. We are certain that you will find our products to be of excellent quality, designed to provide the service you expect. However, if for any reason, you are dissatisfied with any product you receive from Bargreen Ellingson, merely let us know within 30 days of receipt and follow our return policy below to receive a credit or refund.

HOW DO I PLACE AN ORDER? Call our toll free number 1.888.722.COOK between 7 am - 6 pm PST Monday through Friday or 9 am - 4 pm PST on Saturdays. You may also fax your order using the order form on the following page to 1.888.208.4400. (For Hawaii Customers, please call 1.800.355.0227 or Fax 1.808.848.0242).

INFORMATION REQUIRED Please refer to the order form located on the following page for required information.

PRICES All prices are wholesale prices and do not include any shipping and handling or state and local taxes. We reserve the right to invoice at prices in effect at the time of delivery. Prices and specifications are subject to change without notice.

TERMS OF SALE Open account terms of NET 30 are extended to businesses who have established credit with Bargreen Ellingson. If you wish to establish an open account, please call and request a credit application. You may fax 1.888.208.4400 or mail your credit application. If you would like to expedite your order while we process your credit application, please include payment with your order.

WARRANTY & LIMITATION LIABILITY Products sold by Bargreen Ellingson are warranted to the extent of the manufacturers' expressed warranties to us. Manufacturer warranties are void for residential applications. Our Customer Service Department can assist you with any warranty claims and direct you to the appropriate service agencies or manufacturer service departments.

SHIPPING & HANDLING CHARGES A 15% shipping and handling charge is required for items that can be shipped by UPS or other delivery services. Items that are too bulky or heavy must be sent by truck and will incur additional charges. Freight companies are not required to assist in unloading freight. Liftgate deliveries are available at extra cost. For an additional charge, we offer Next Day, Second Day, and Third Day delivery service - Just ask! Shipments to Alaska and Hawaii may require additional shipping and handling charges.

DAMAGED SHIPMENTS We thoroughly inspect all items prior to shipment. To protect your interests we suggest that you thoroughly inspect the items before accepting delivery. If damage has occurred it should be noted on the freight bill and a claim filed immediately with the carrier. Although we take special care to insure the safe arrival of your merchandise, our responsibility for damages ceases when the shipment is accepted from the carrier. **DO NOT REFUSE THE MERCHANDISE** - Contact our Customer Service Department at 1.866.722.COOK if you need assistance in filing a claim form. **WE CANNOT FILE THE CLAIM FOR YOU.**

RETURNS Returned items are subject to inspection for damage or mis-use prior to issuance of a credit refund. Factory stocked items, special orders, custom made, and certain other items may be subject to restocking charges. Bargreen Ellingson's factory error will be picked up at our expense. **PRIOR TO RETURNING ANY MERCHANDISE** - Please contact our Customer Service Department at 1.866.722.COOK for assistance and shipping instructions. Our Shipping Department will issue you a return authorization number and mail the necessary return labels to you (Alaska and Hawaii customers, please prepay return freight).

