



Terms and Conditions

3Wire warrants that all products and parts are free from defects in material and workmanship under normal use and service as per original manufacturer's warranty.

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Prices: All published prices are F.O.B. 3Wire. A tax imposed by any present or future federal state or local laws, if paid by us, will be charged to, and is the responsibility of, the purchaser. Title and risk of loss to products or parts pass to the purchaser upon delivery to the carrier.

Freight & Shipping Charges: Products are shipped F.O.B. shipping point with freight costs and handling fees paid by 3Wire and charged to the customer. Other terms and conditions may apply for freight collect, export orders, hazardous materials, special handling or shipments outside the contiguous United States. Any extra charges incurred for additional services, such as customer's carrier or special handling by the carrier, may apply. Title and risk of loss pass to the customer upon tender of shipment to the carrier. If product is damaged in transit, customer must file claim with the carrier.

Terms: Terms of net thirty days from the date of invoice will be offered to those customers of known and acceptable financial standing, upon approval of completed and signed credit application.

Note: Prices and terms, designs, material specifications, weights and dimensions are subject to change without notice.

Return Goods Policy & Procedures

3Wire Group will **not** accept any returns without prior approval or consent, which will be given or withheld at 3Wire Group's discretion. All returns are subject to the parts manufacturer's return policies; we will honor returns based on the restrictions under those policies.

A Return Authorization is **required** for all returns and can be easily obtained by calling the Customer Service numbers listed below. The product must be in **new, unused condition, and in its original packaging**, to be accepted.

To assist in making the process easy, please have the part number, the invoice number, and the reason for returning the part before calling for your Return Authorization.

Standard Restock Fee Policy on stock parts returned within:

0 – 30 Days	0% Restocking Fee
31 – 60 Days	20% Restocking Fee
61 – 90 Days	30% Restocking Fee

No returns will be accepted beyond 90 days.

Please see additional conditions or exceptions listed below.

You can expect the credit to be applied to your account within 5 business days upon receipt of returned parts.

Additional conditions or exceptions:

- Non-stock items are not accepted or approved for return or credit, some exceptions may apply, contact the 3Wire Customer Service for further authorization.
- Parts ordered in error valued at \$30 or less will not be authorized for return or credited
- In order to ensure compliance with foodservice manufacturers' return policies, returns of non-stock foodservice parts need to be received within 15 days of purchase – contact a 3Wire/Northern Foodservice Customer Service Representative for more details on restock fees that may apply based on foodservice manufacturer' policies.

- Parts used or discontinued will not be accepted for credit under any circumstances, unless prior approval has been given as previously stated
- All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization number.
- As some manufacturers do not permit returns of motors, electronic parts, special orders, or custom made/modified orders; we must adhere to those policies. In addition, a number of our manufacturers do not permit returns for any reason therefore all sales of those manufacturers' parts are final. A list of these manufacturers can be obtained upon request.
- As such, when requesting your Return Authorization you may be informed the part is no longer returnable. We appreciate your support as we look to more consistently align our returns policy with our OEM partner suppliers.

Any deviation from this procedure will result in delayed credit processing

Authorized returns should be returned (as directed by Customer Service) to:

Foodservice:
3Wire - Plattsburgh, NY
21 Northern Avenue
Plattsburgh, NY 12903

Beverage:
3Wire - Osseo, MN
201 Broadway Street West
Osseo, MN 55369

Shortages and Damages

At 3Wire Group, every effort is made to ensure that you receive an accurate and complete parts order and that it is received undamaged.

If a discrepancy in your order exists, please contact the Customer Service numbers listed below immediately and report the problem by referencing your order number and the discrepancy.

If your order is damaged, call Customer Service immediately for assistance with the damage claim and to reorder parts. See further instructions under "Freight Damage Claims".

To assist in helping you, please save the damaged shipment container in the condition that you received it for damage claims inspection. A digital photo of the damage may be required.

Foodservice:
3Wire - Plattsburgh, NY
Customer Service Contact # 800.634.5005 Press 1

Beverage:
3Wire - Osseo, MN
Customer Service Contact # 866.275.6392

Freight Damage Claims

In the event of damage, shipment damage must be noted on bill of lading. Notify the carrier, as well as 3Wire Customer Service. 3Wire customer service will assist with the claim process, digital photos may be required.

All obvious package damages must be signed for as damaged with the carrier at the time of receipt.

Products or parts **MUST** be inspected for concealed damage within 15 days of receipt.

Foodservice:
3Wire - Plattsburgh, NY
Customer Service Contact #
800.634.5005 Press 1

Beverage:
3Wire - Osseo, MN
Customer Service Contact #
866.275.6392

Warranty Claims & Returns – Foodservice Parts

A completed Warranty/Defective Claim form is required for all warranty returns and can be obtained by calling 3Wire/ Northern at 800-634-5005, dial 3 for Accounting, dial 5 for Warranty>Returns. Once the claim is completed and validated, a Return Authorization is issued for the return of the Warranty/Defective parts(s) to 3Wire/Northern. All parts must be returned within 30 days.

Warranty/Defective Claims are limited to the warranty conditions as provided by our manufacturers. 3Wire/Northern will process your warranty claim with the manufacturer of the defective part(s) and will issue credit for your claim once the manufacturer has accepted the claim from 3Wire/Northern.

Any freight costs related to a Warranty/Defective Claim item, any replacement items and any parts returned for warranty processing are the purchaser's responsibility. As our manufacturers require complete warranty information from us, processing of Warranty/Defective Claims will not begin until complete and accurate information is supplied to 3Wire/Northern.

3Wire Foodservice, Plattsburgh, NY
Customer Service Contact # 800.634.5005
Press 3 for Warranty - Press 0 for Accounting