



Sept. 29, 2015

20 | TERMS & 15 | POLICIES

TERMS & POLICIES

Payment Terms: Initial purchase is prepaid, (credit card on first order). Credit card will be charged when shipment is ready to leave our warehouse. You may give the accounting department a card to keep on file for subsequent orders or provide credit card information at the time future orders are placed. To request credit terms email: invoices@lchef.com for a credit application form.

Orders: You may use one of the following methods to place an order.

1. Go to www.lchef.com and login in. You will be given online ordering access information at the time your account is set up.
2. Email: orders@lchef.com
3. Call 801-383-1921
4. Fax: 801-383-1940

MAP: Pricing must be in compliance with our MAP policies outlined in our MAP Policy Booklet. MAP policies are strictly enforced. You must follow the current MAP as outlined in the latest Price List. We encourage you to review L'Chef's [MAP Policy Booklet](#) and become familiar with these policies.

Backorders: Product that is backordered will show as a backorder on your order confirmation. As product becomes available, backordered items will be shipped automatically unless you notify us to cancel the backordered item(s). If you prefer not to have items go onto backorder status let us know so we may note that in your account information.

Prices: L'Chef reserves the right to change prices without prior notice, if necessary. Orders are accepted only at prices and terms in effect at the time of shipment.

Drop-Ship Service: Product may be shipped directly to customers. Drop-ship fees are: \$3.00 per shipment if order total is below \$25 or \$6.50 per shipment if order total is higher than \$25. L'Chef does not drop-ship outside of the continental United States.

Freight: All shipments are FOB Salt Lake City, UT. (Ownership of the product passes to you at our door and you pay the shipping costs.) UPS Ground or U.S. Mail services are the usual method for small shipments unless another method is specified. Charges for U.S. orders are prepaid and added to your invoice. Freight and duty charges for Canadian shipments and freight charges when shipping truck lines will not appear on the original invoice but will be billed when actual charges are received from the carrier. You must specify shipping method at the time the order is placed or it will ship best way possible. If you desire special shipping services, please specify that at the time your account is set up. L'Chef is not responsible for product lost in the mail.

Shortages: L'Chef attempts to ship all orders accurately. You must check your order thoroughly as soon as it is received. If there is a problem, it must be reported to L'Chef within ten days of delivery. Claims received after ten (10) days cannot be considered.

Transit Losses: Ownership to merchandise passes to the purchaser upon delivery to the carrier by L'Chef. You are responsible to follow up on loss or damage in transit. You should thoroughly inspect each shipment as soon as it is received. Be sure your carrier makes an "exception" note of all visible damages and shortages. All claims should be filed directly with the freight carrier, except for UPS Ground shipments. If you find damage on a UPS Ground shipment, please contact L'Chef.

Defects & Warranties: If a product defect is discovered, contact L'Chef service department at 1.877.267.2324 or email service@boschkitchencenters.com. They will provide an authorization to complete the warranty process. Note: If warranty work is authorized within 90 days of purchase date service may send a pre-paid shipping tag to cover the costs of shipping.

To have warranty work completed, package the product securely in appropriate packing materials. Include (1) a copy of the original purchase receipt (warranty work cannot be processed without this receipt) (2) the completed Request for Service form, (which can be downloaded from www.boschkitchencenters.com). (3) Except as noted above, pay to have the item shipped to L'CHEF Warranty Department, 825 North Industrial Road, St. George, UT 84770.

Your warranty includes free return shipping for defective products, after the warranty work is complete.

Returns: No returns will be accepted without prior authorization. Unauthorized returns will not be accepted. Returns which are authorized will be inspected before acceptance and credit is issued. Any product returned for credit must be returned within 30 days of purchase, be factory fresh, packed in original cartons, free of store pricing or markings and must be shipped prepaid. No collect shipments will be accepted. A 20% restocking fee will apply.