

CRATHCO

Returns Policy

Effective Oct 1,2024

All requests for return authorization are submitted to cscrathco@electroluxprofessional.com or by calling Crathco Customer Service at 1-800-695-4500.

Customers requesting to return goods shall contact Customer Service with the following information:

- Customer contact information
- Serial number (for equipment)
- Reason for return
- Invoice, Purchase Order, or Sales Order Number

All returns must meet the following criteria:

- 1) The minimum net value of any return must be at least \$35.00.
- 2) Goods must be less than 90 days from the date of invoice.
- 3) Products must be standard catalog items.

Equipment Returns will be subject to the following guidelines:

- 1) Requests for returns from end users will be referred back to the purchaser (i.e. distributor, dealer, roasters, etc.). Equipment may only be returned with approval of said purchaser.
- 2) Equipment returns will be subject to a 30% restocking fee and return shipping costs.
- 3) Equipment must be returned in original packaging, complete with all parts and accessories arrive clean, and undamaged. If equipment is not returned in original packaging, it is subject to refusal or call tag to send back to customer.

Parts Returns will be subject to the following guidelines:

- 1) New and unused parts will be assessed a 30% restocking fee if accepted for return.
- 2) Used, damaged, incomplete kits, and/or obsolete parts will not be accepted for return.

In the case of returns caused by Crathco error, Crathco will be responsible for return freight. In all other cases, the customer will be responsible for shipping charges. Any returns received without a valid RA number will be refused and returned to the sender. All returned goods with a valid RA number must be received within 45 days of RA issuance or the RA will be considered void and no credit provided. The RA number must be written on the outside of the carton. Customer will be responsible for shipping charges of any "Refused Delivery" shipments. Customer is responsible for shipping using a carrier that provides tracking information.

CRATHCO

Warranty Policy - Effective for machines sold or registered after **Oct 1, 2024**

TERMS AND CONDITIONS US Equipment Warranty

- Crathco reserves the right to be reimbursed for service calls deemed Non-Warranty. Authorized service agents (ASA) reserve the right to secure credit card information prior to dispatching a service call. In the case where the ASA deems a service call to be non-warranty, the service invoice is the responsibility of the end user. The warranty on the unit will be suspended until the balance is reimbursed. Dealers, and Reps can't dispatch service on behalf of Crathco.
- If Crathco Service Agents are prevented from performing or completing service by the customer, if the customer refused service in part or whole, the warranty shall be considered void.
- Upon request by Crathco, some warranty parts, (including but not limited to: motors, compressors, micro-controlled based boards, gear motors, and burrs) shall be shipped prepaid to the Crathco Factory Service Center designated in the RGA confirmation. Upon receipt, Crathco will inspect parts to verify warranty claim is valid. Replacement parts will be billed out when shipped, and then credited on return of a part that is proven to be a valid warranty claim upon inspection by Crathco. Warranty labor will not be paid until warranty claim parts are received and validated by Crathco.
- Upon request by Crathco, the defective equipment shall be shipped prepaid to the Crathco Factory Service Center designated in the RGA confirmation.
- No field (including travel), outside or service station work is covered by this warranty without prior authorization by the Crathco Service Department.

The dealers, distributors, employees, and agents of Crathco are not authorized to modify this warranty or to add warranties that are binding to Crathco. Neither written nor oral statements by such individuals establish warranties and thus should not be relied upon. This will establish your warranty rights. The purchaser's redress against Crathco for the breach of any obligation arising from the sale of this equipment, whether derived from warranty or elsewhere, shall be limited to repair, replacement or refund at Crathco's discretion.

CRATHCO

Warranty Policy - Effective for Crathco Branded machines sold or registered after Oct 1, 2024

Crathco warrants the equipment it manufactures and distributes to be free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty periods. Crathco will at its option, after troubleshooting directly with customer site, repair or replace a defective unit at no charge for parts or labor during the applicable parts or labor warranty period.

This warranty policy applies to: Classic Bubbler®, Simplicity Bubbler®, Classic Pro Bubbler®, G-Cool, I-PRO, Frosty, SP, GT Push, MP, K-Soft

The warranty periods are as follows:

1 Year Labor on pre-authorized warranty service calls.

2 Years Parts Warranty on all parts that have been diagnosed and reported by a qualified service technician. 1 Year

Replacement and Labor on Autofill Lid System.

5 Year Compressor Warranty on Crathco® Branded Items.

Compressor must be diagnosed and reported by a Qualified Service Company. Limit one compressor for remaining warranty period after the labor period has expired. Crathco's obligation under these warranty periods shall be limited to repairing or replacing any part of said equipment (excluding plastic parts, rubber parts, light bulbs, or normal wear items) which proves defective within the warranty period.

Warranty start date is from the original ship date of equipment or the date of sale to customer with proof of sale and registration. Maximum adjustment from shipment of equipment to registration is 12 months. Units replaced under warranty will retain remaining warranty term of original unit. In no event shall Crathco be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

This warranty is subject to the following conditions, terms, and exclusions:

- Warranty must be activated by online registration at www.grindmaster.com.
- All Warranty claims must be pre-authorized by Crathco Technical Services by calling 800-695-4500 x1, x3.
- Autofill Lid - 1-year replacement and labor.
- Classic Pro Bubbler - 1-year parts and labor, 5-years compressor.
- Crathco Accessories and Parts - 90 days replacement only.
- If Crathco replaces a unit under warranty, labor to reinstall the replacement unit is not covered.

Warranty does not apply to machines or any part thereof which have been subject to any; accident, abuse, misuse, neglect, alteration, non-compliance to owner's manual and preventive maintenance requirements, use on incorrect voltage, lack of gas pressure, improper ventilation, damage caused in transit, improper installation or operation, improper maintenance or repair, normal wear items, plastic or rubber parts, poor water conditions, machine adjustments, temporary non-functioning conditions, unauthorized chemicals, fire, flood, or acts of God;

Warranty is in lieu of all other warranties expressed or implied. In no event shall Crathco be liable for consequential or incidental damages. If service agents cannot access equipment (eg. Food truck) customer is responsible for bringing unit to agent for warranty repair. Products where the original serial number has been removed, altered or cannot be readily determined will not be covered. Damage caused at any time during shipment is also not covered under warranty.

- Service Agent travel up to 50 miles is covered.
- Equipment not intended for residential use and warranty service will not dispatch to a residential address.

Poor water conditions are defined as water not meeting the following criteria:

- Total Dissolved Solids: Minimum 50 PPM, Maximum 125 PPM
- Total Hardness: Minimum 3 GPG Maximum 5 GPG
- pH: Minimum 6.5, Maximum 7.5
- Free Chlorine: Maximum 0.5 PPM Total Chlorine: Maximum 1 PPM