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## LIMITED WARRANTY

Concord Store Equipment Inc. ("Concord") sells a variety of different manufacturers' products. All new product warranty information sold to the customer will show the warranty length on the quotation and/or invoice. This information will constitute the warranty agreement between Concord and the customer. Warranty coverage is not transferable.

Concord agrees to sell to the customer the price specified and at the terms as set on the quotation and/or invoice. Quotations are only valid for a specified period of time and do expire; these terms are noted on the invoice.

The product model number is specified in the quotation, sales order or invoice, as the case may be.

Manufacturers' reserve the right to change specifications of their product (including materials) without notice.

There are no returns or exchanges on any equipment purchases. Special provisions, if any, will be listed on the invoice at time of sale.

### Limited Warranty

Concord warrants the original purchaser at the location of the original installation listed on the invoice to be free from defects in material and workmanship under normal use for a period of time listed on the quotation and/or invoice. The warranty start date is the date listed on the invoice, which is either the ship date or the customer pick-up date. The manufacturer provides the warranty coverage and replacing or repairing parts are at the discretion of the manufacturer – they have the final say on all warranty issues. All parts deemed to be faulty by the customer will be examined by the manufacturer to determine if defective and subject to warranty coverage.

### Conditions of Warranty coverage

- (a) The shipping cost of returning any parts pertaining to warranty are at the cost of the customer.
- (b) Ambient store conditions must be below 72 Fahrenheit (22 Celcius) and relative humidity must be below 55%. Refrigerated equipment will not work optimally in conditions that exceed these operating conditions.
- (c) Temperature control: The refrigeration temperature control has been factory set. Incorrectly adjusting the temperature control is done at the customer's risk.
- (d) All warranty items must be serviced by the manufacturers' authorized service agent. Customers must call Concord to confirm this information prior to service being performed.
- (e) Condenser coils must be cleaned every 2 weeks. Failure to clean on a frequent basis could cause compressor, electrical or other failures and as a result warranties could be terminated by Concord or the manufacturer accordingly.

(f) Any problems due to power supply issues such as improper electrical voltage supply or installation are not considered manufacturing defects and any costs incurred are the responsibility of the customer.

(g) Customers must provide original invoice for warranty service.

#### Delivery

The terms of the delivery of the product are noted on the quotation and/or invoice. Any damages to property – for example, walls, doors, frames, stairs, floors, etc., caused by delivery is the purchaser's responsibility.

#### Exclusions from Warranty Coverage

(a) Concord Store Equipment Inc. is not responsible or liable for damages or loss resulting from the use or performance of the equipment. Concord will not be responsible for any loss or damage to property, revenues or profit or any damage or loss resulting from delay in providing warranty service (if applicable) or failure of equipment. It is the responsibility of the equipment owner to ensure they have appropriate protective insurance.

(b) Glass or light bulb breakage/failure

(c) Any equipment that has been the subject of damage, accident, neglect caused by improper transportation as well as installation, flood, fire, water damage, burglary or acts of God.

(d) Castors, hinges, springs, sliding door wheels, door tracks, shelves, power cords and parts of wear & tear

(e) Merchandisers that sit on uneven floors at customer sites. The retailer is responsible for levelling merchandisers for proper operation of doors and drainage of water from the evaporator.