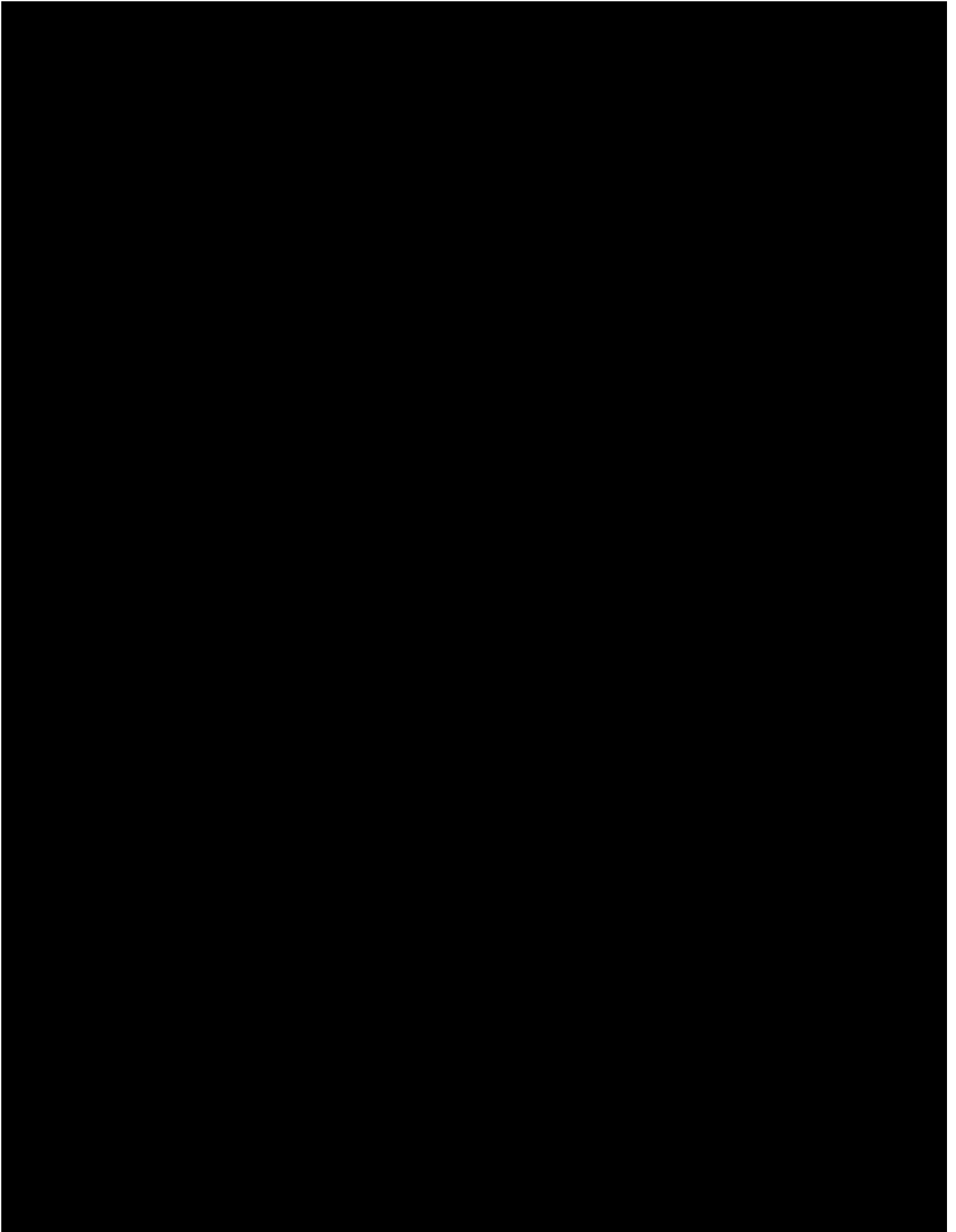
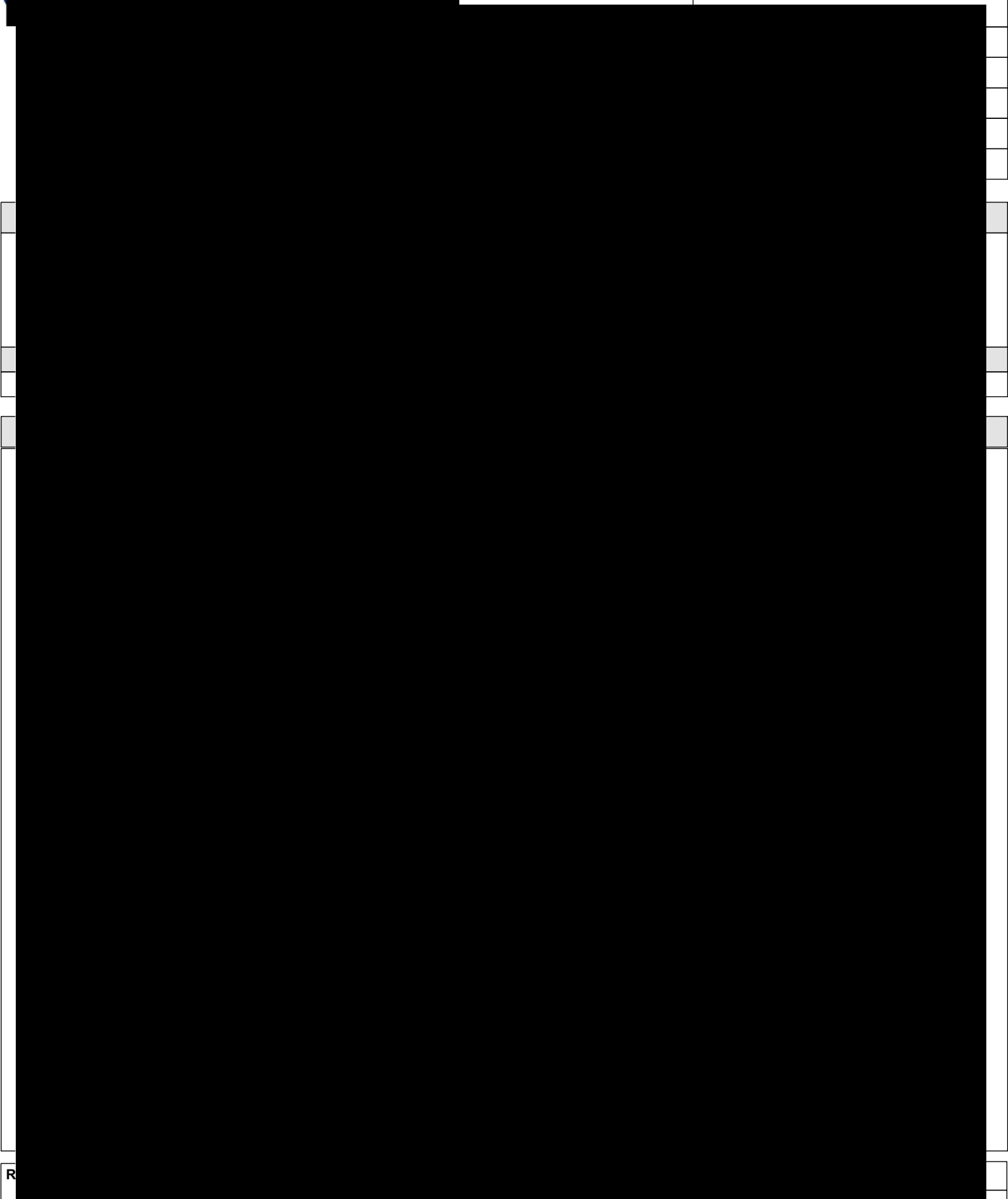


Olympic Blinds Inc.





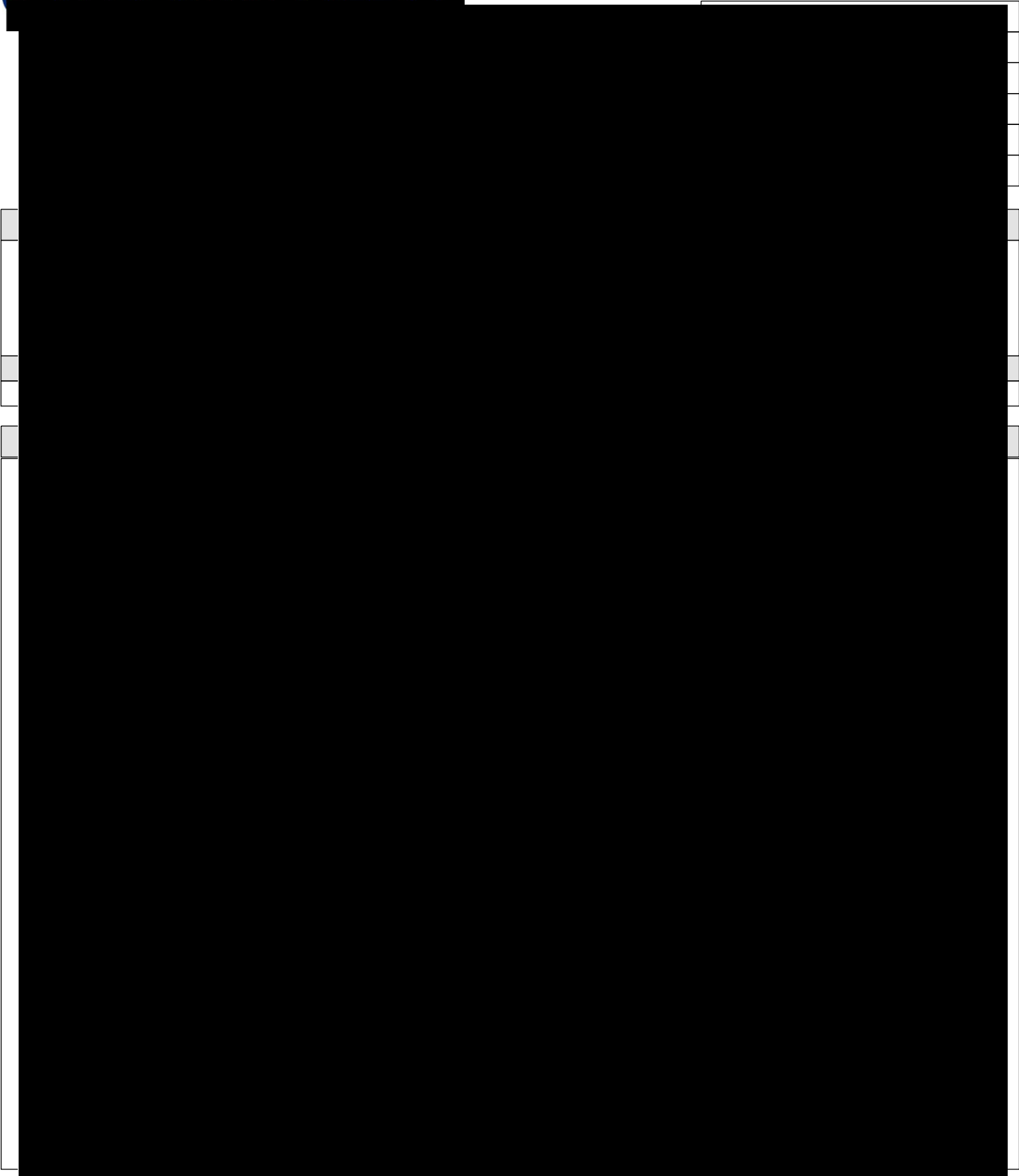


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Terms: Upon Receipt. No merchandise may be returned for credit without our consent. The Creative Office has the right to retain security interest in the above merchandise to secure the payment of the purchase price (including interest, collection, and attorney's fees).

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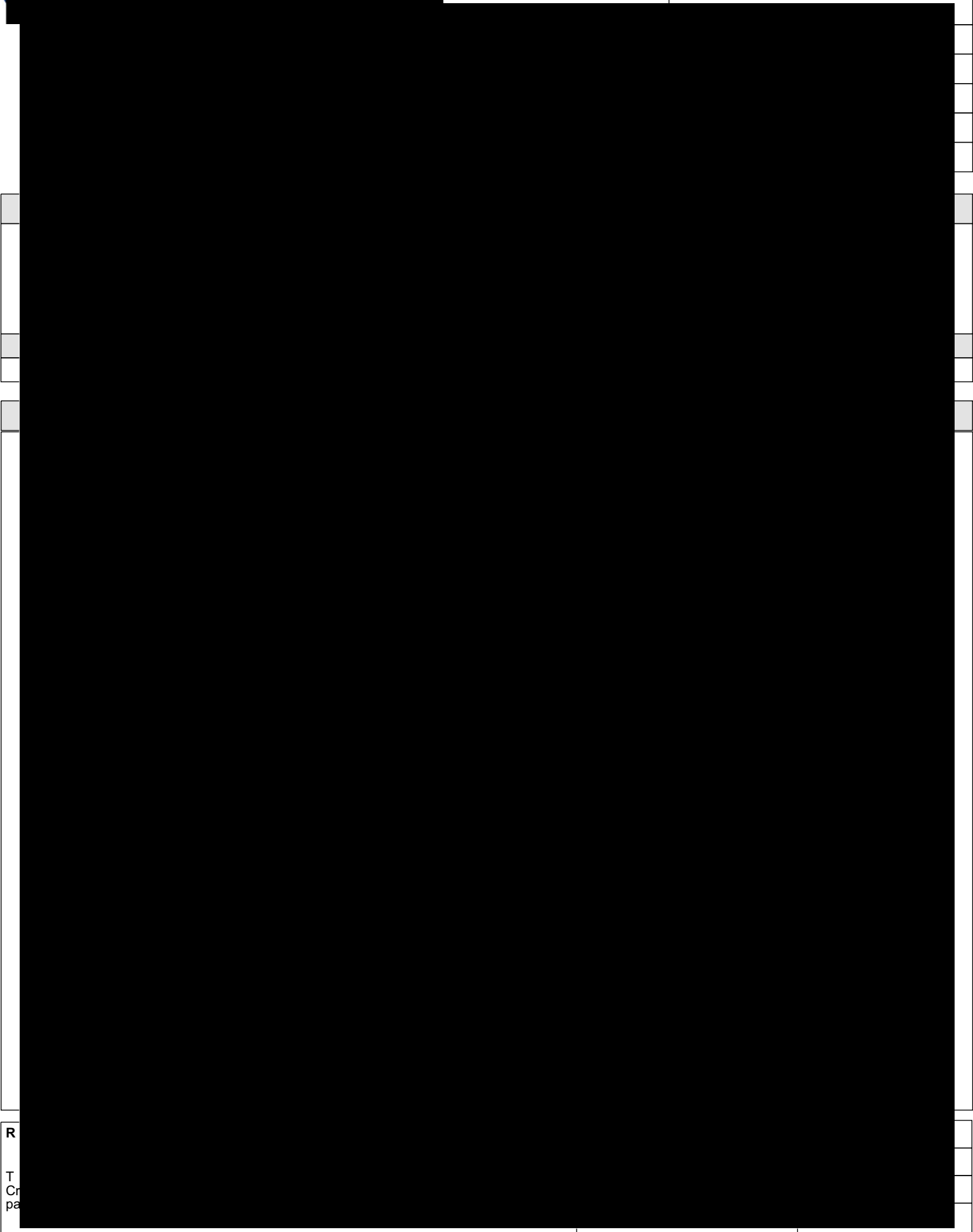
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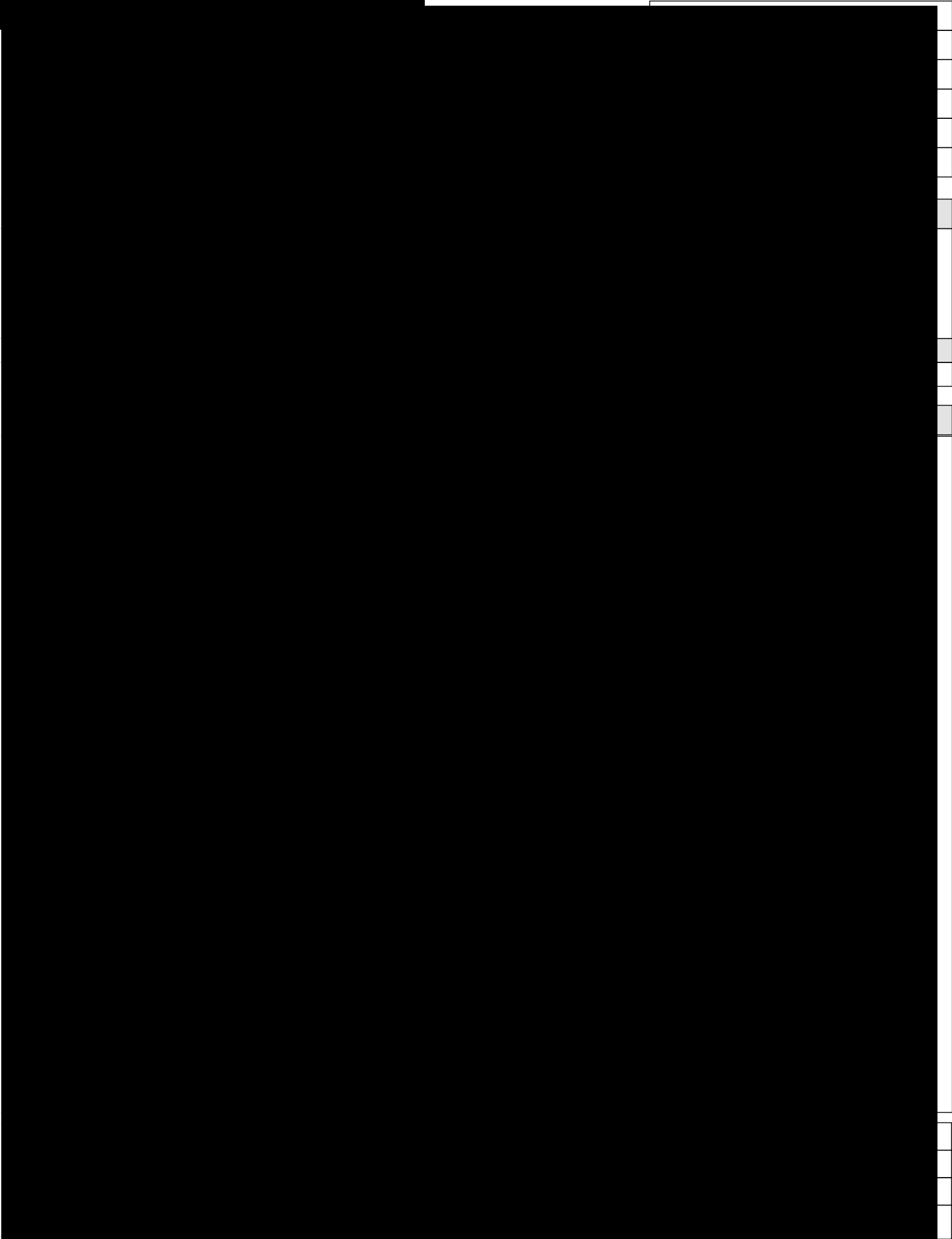
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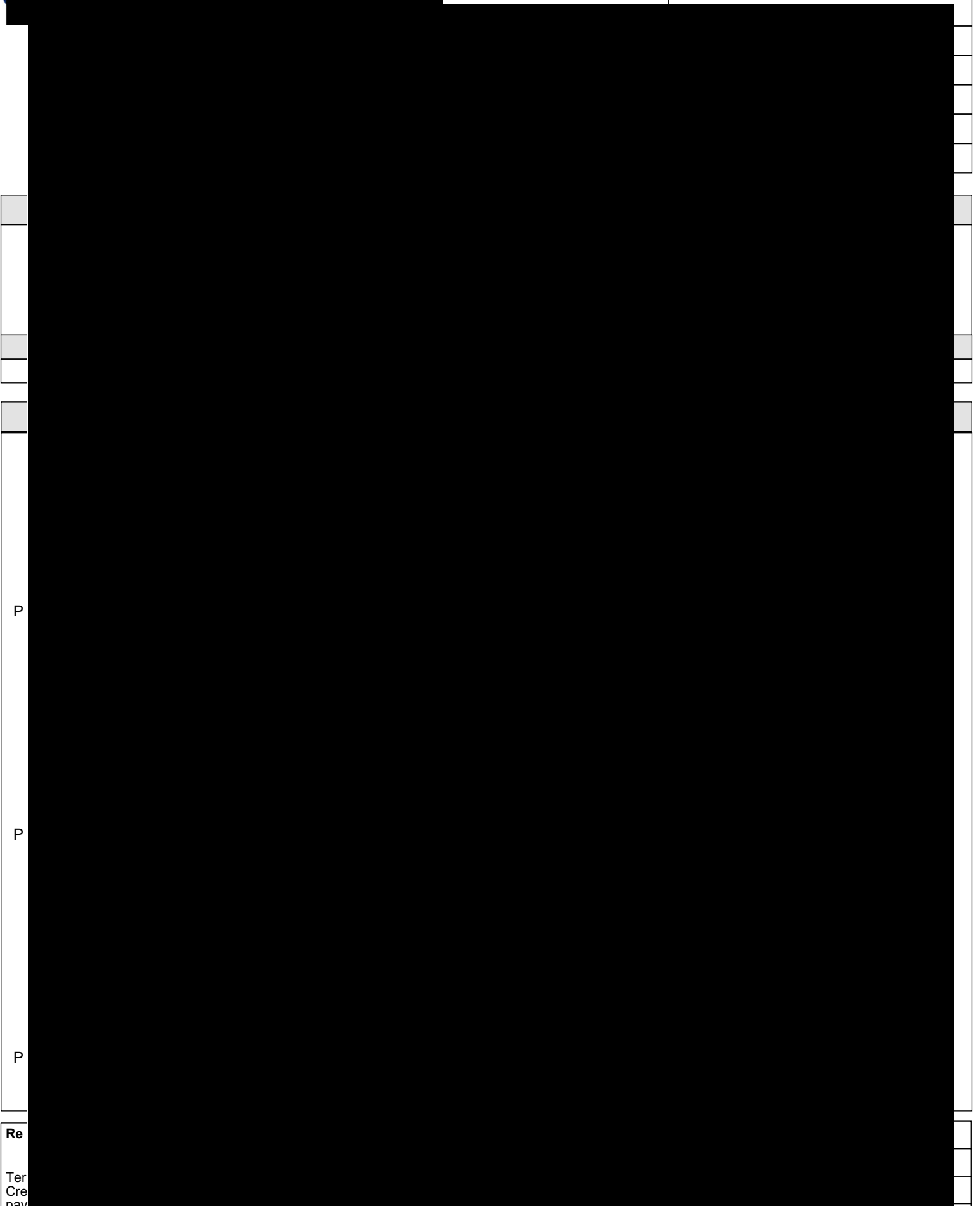


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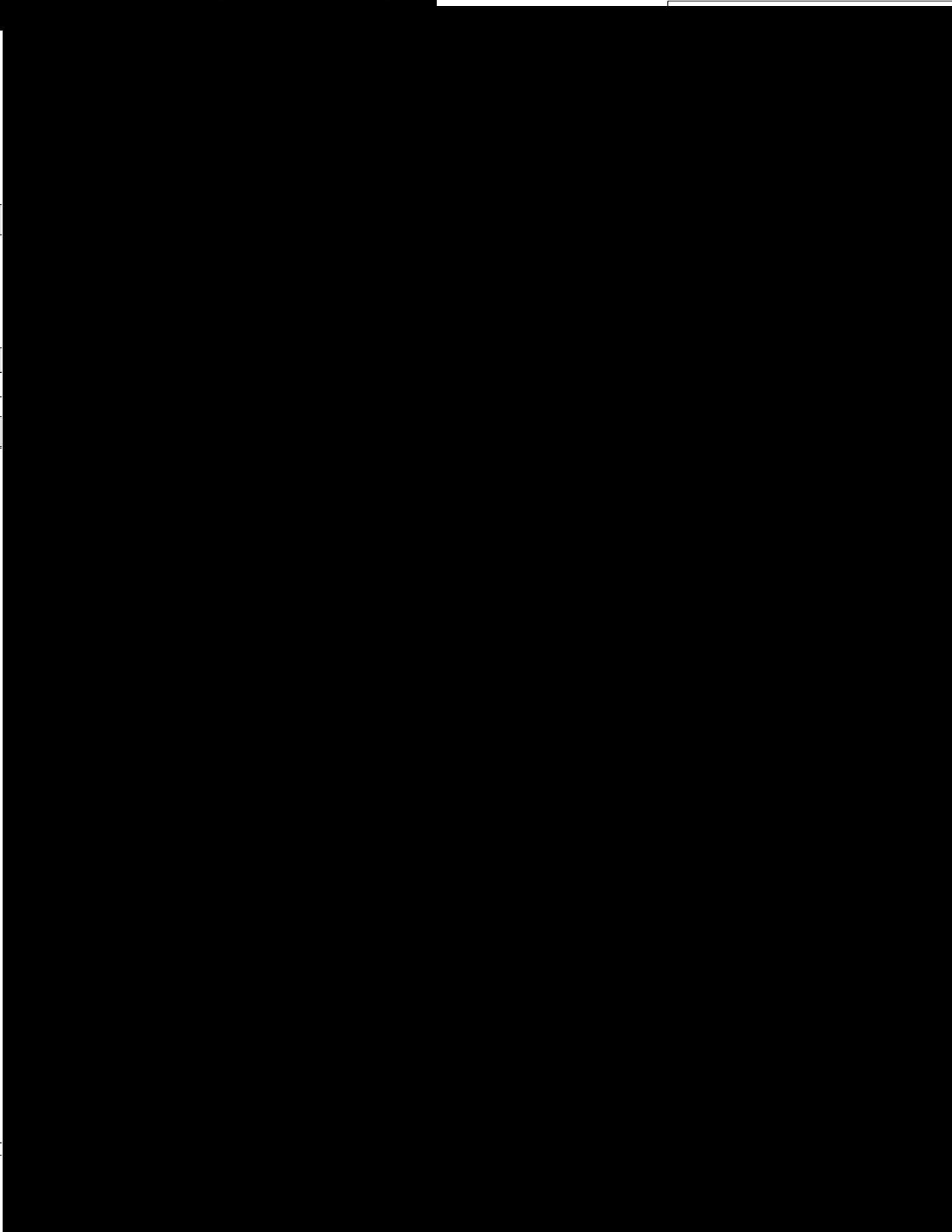
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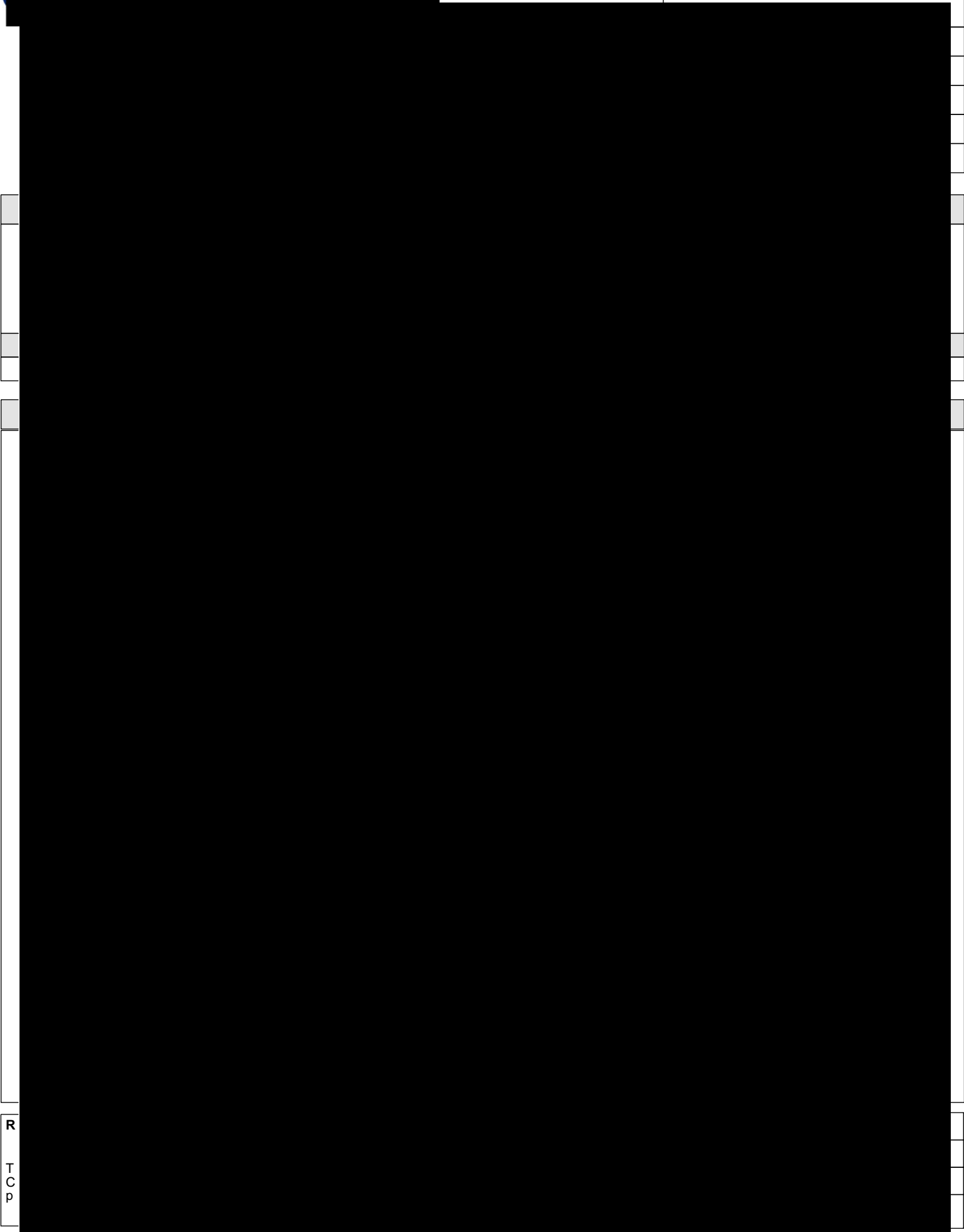
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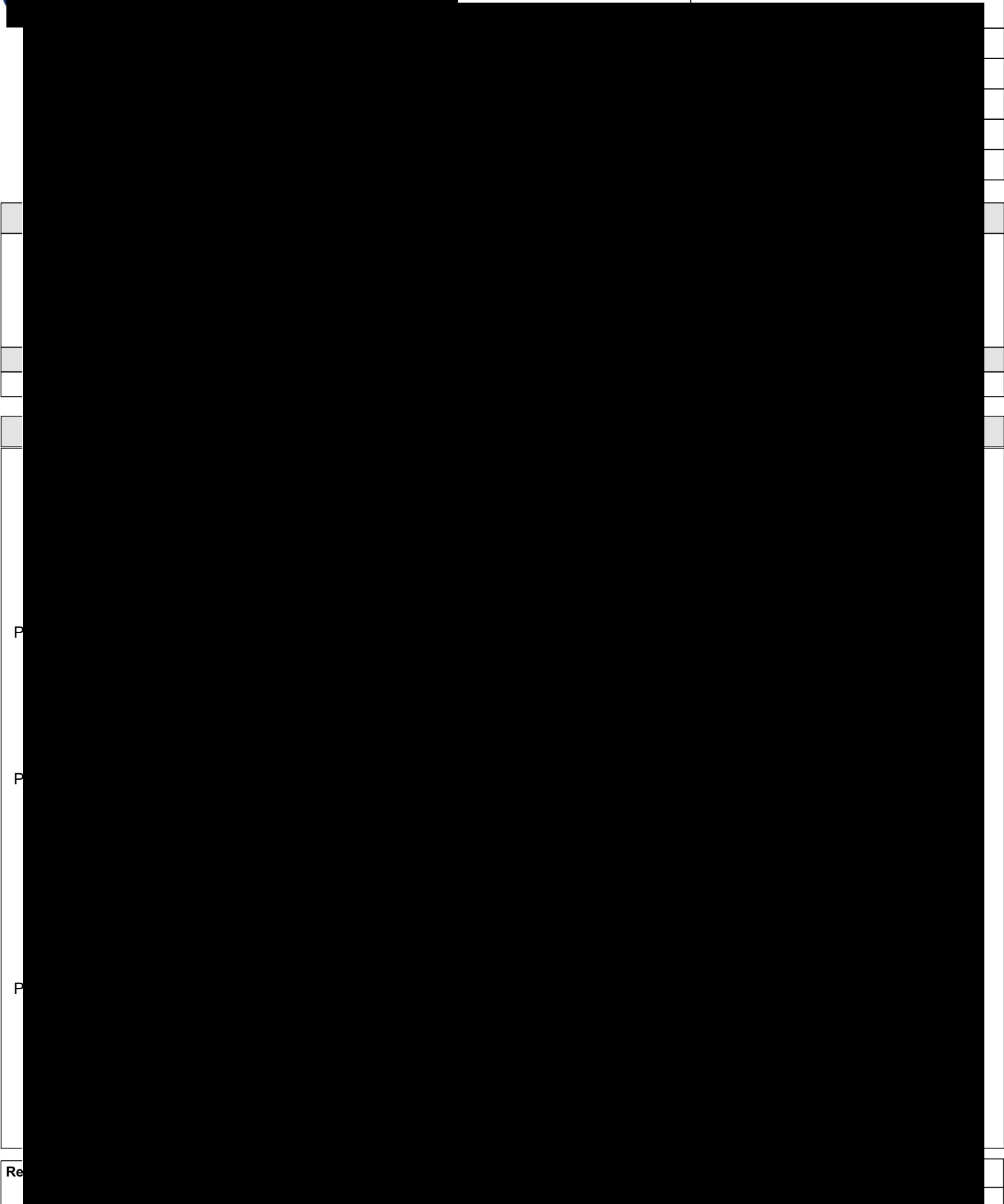
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Creative Office has the right to retain security interest in the above merchandise to secure the payment of the purchase price (including interest, collection, and attorney's fees).

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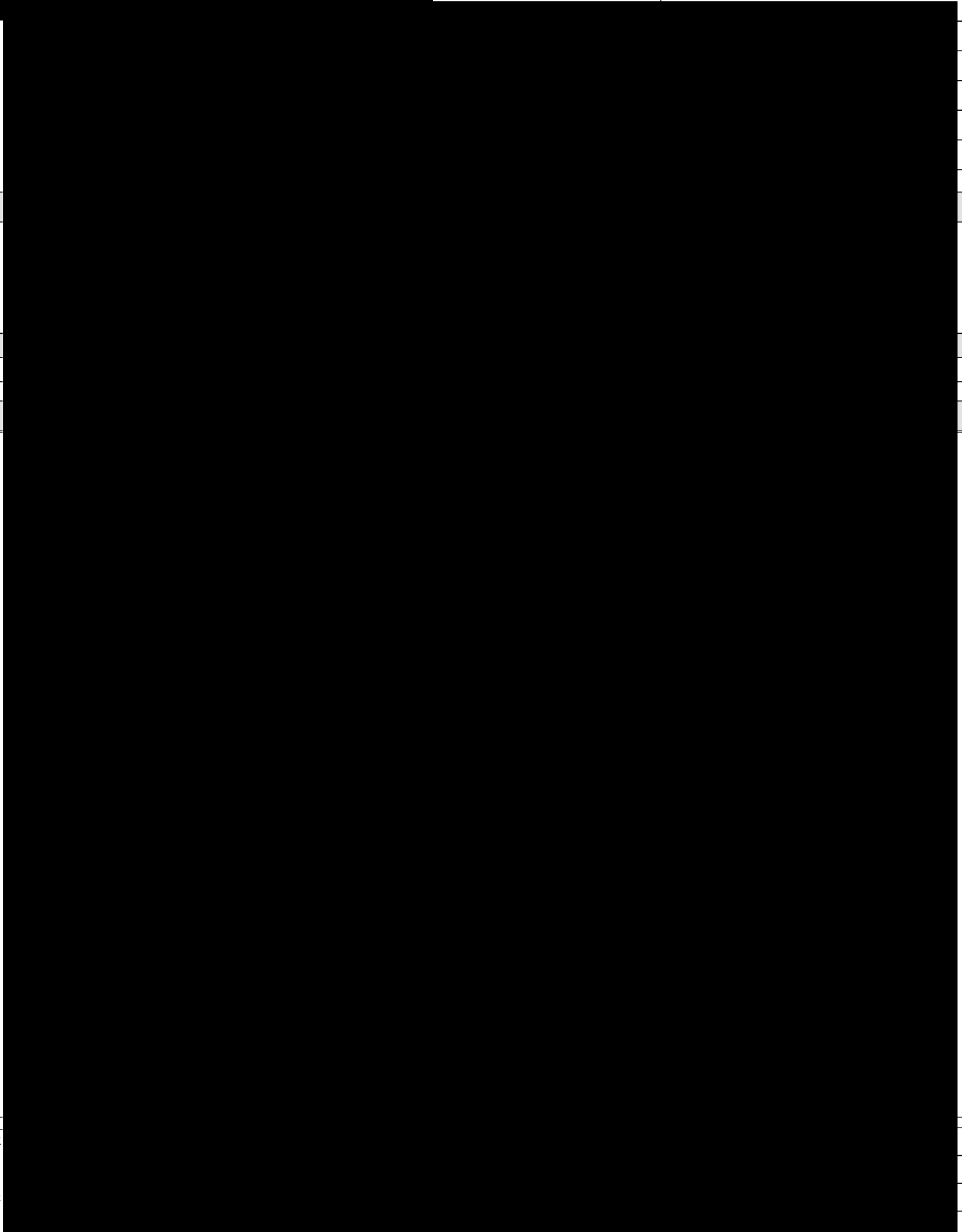
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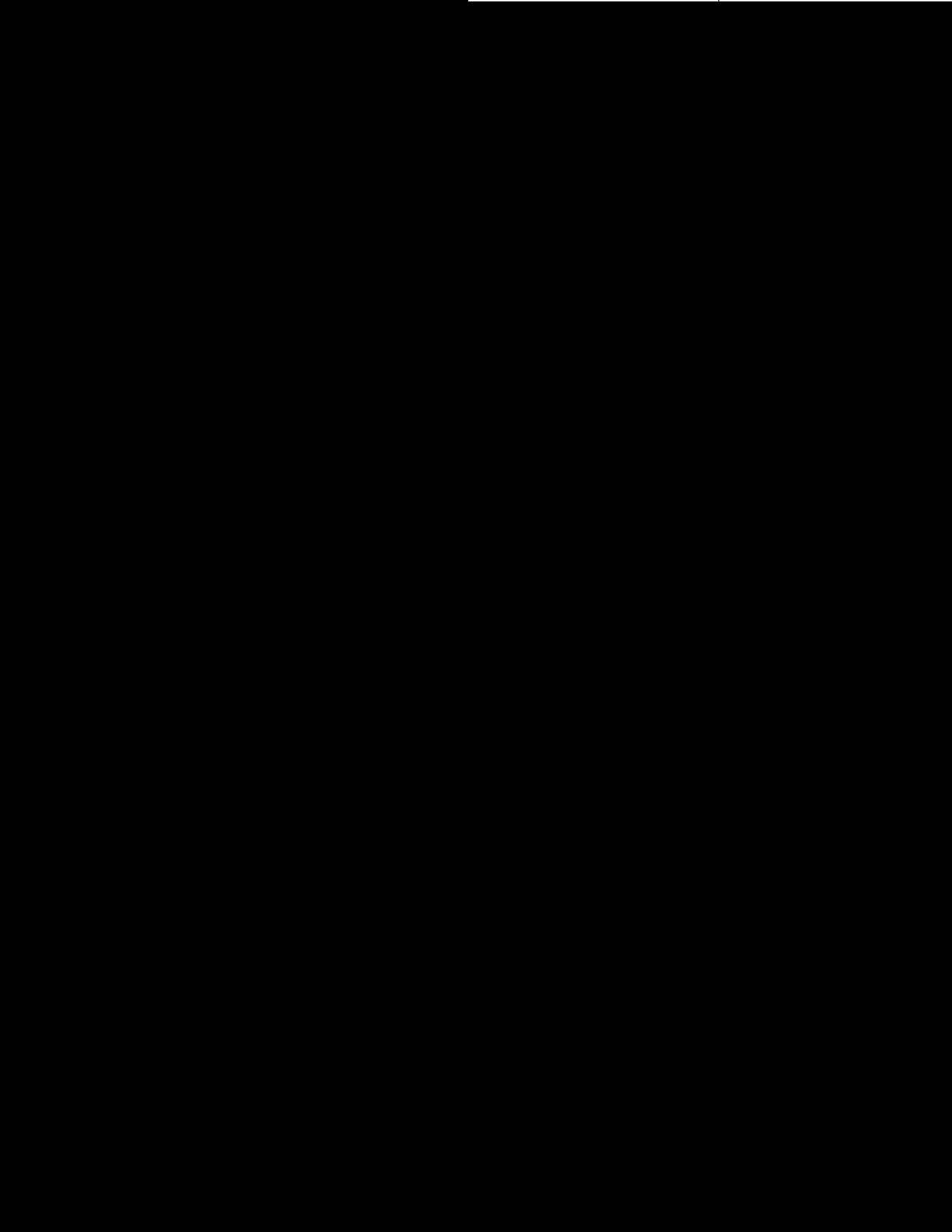
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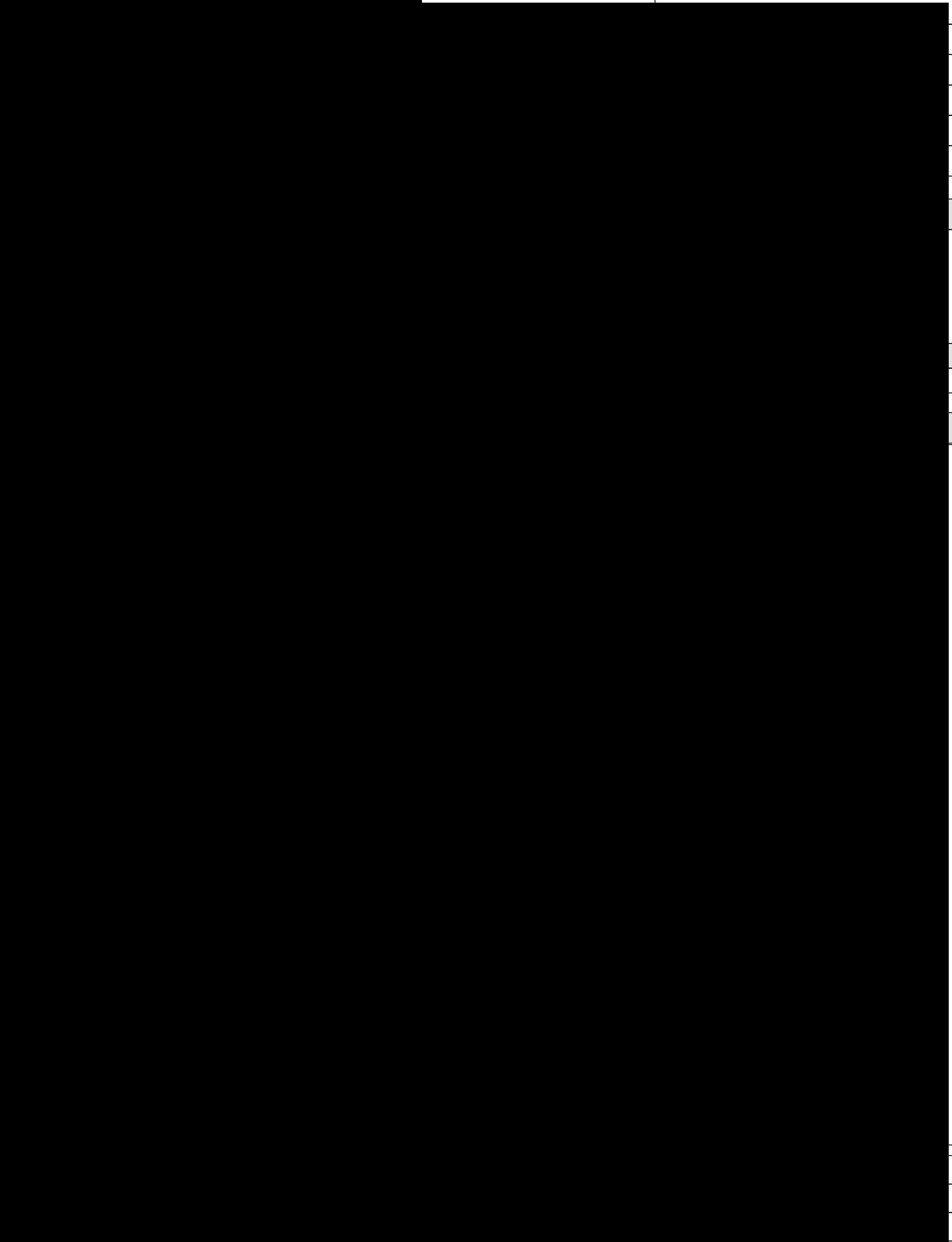


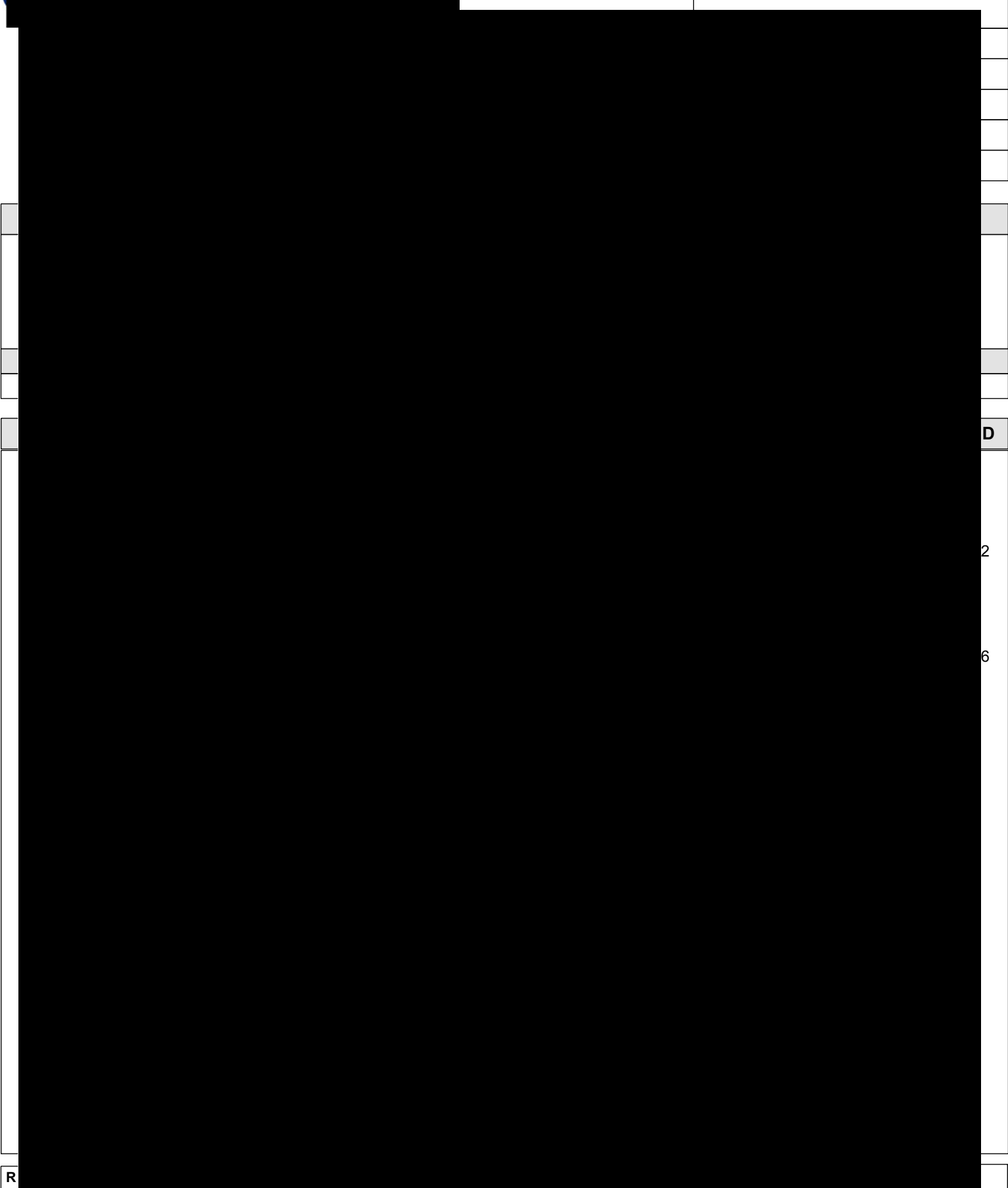


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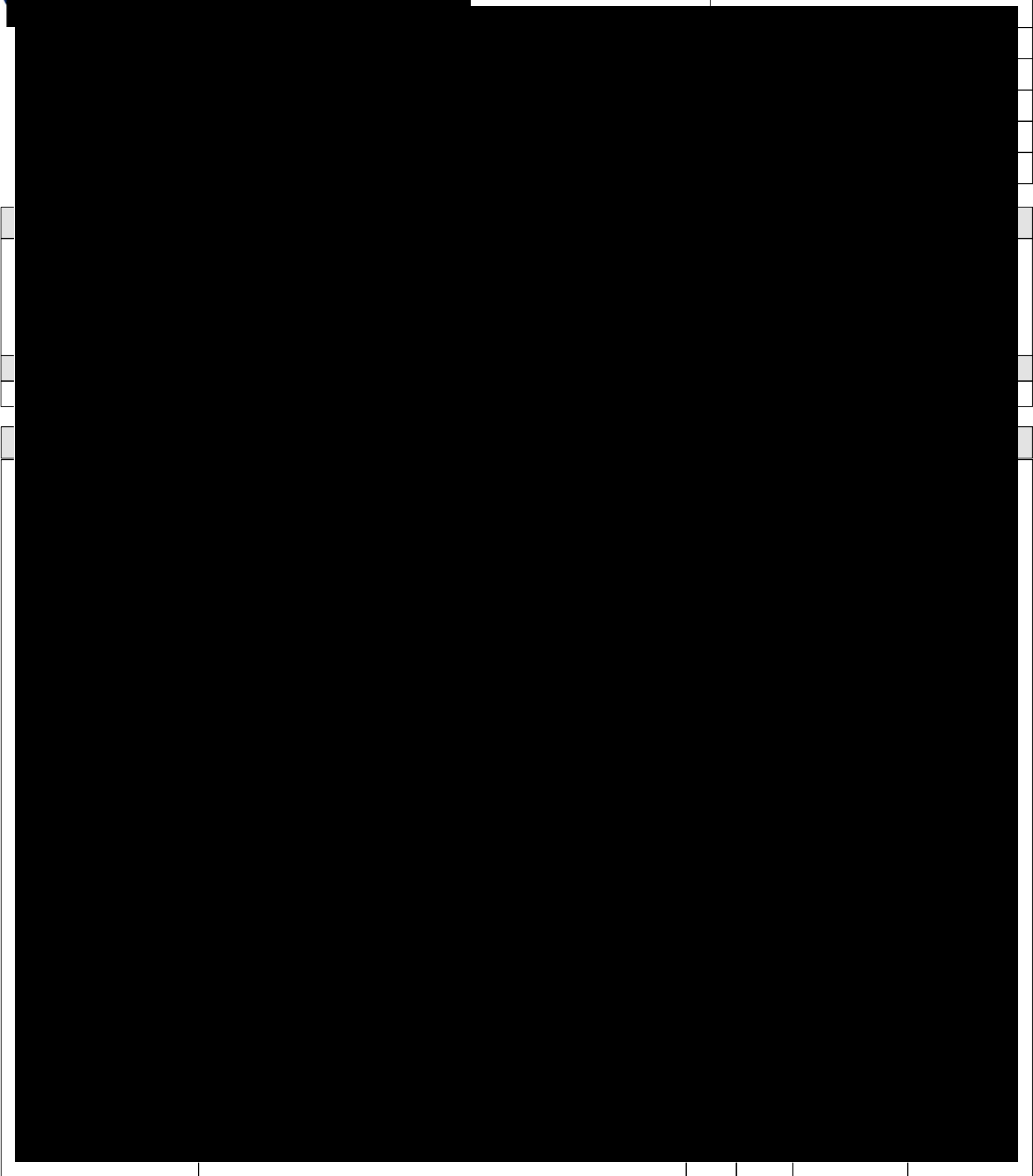
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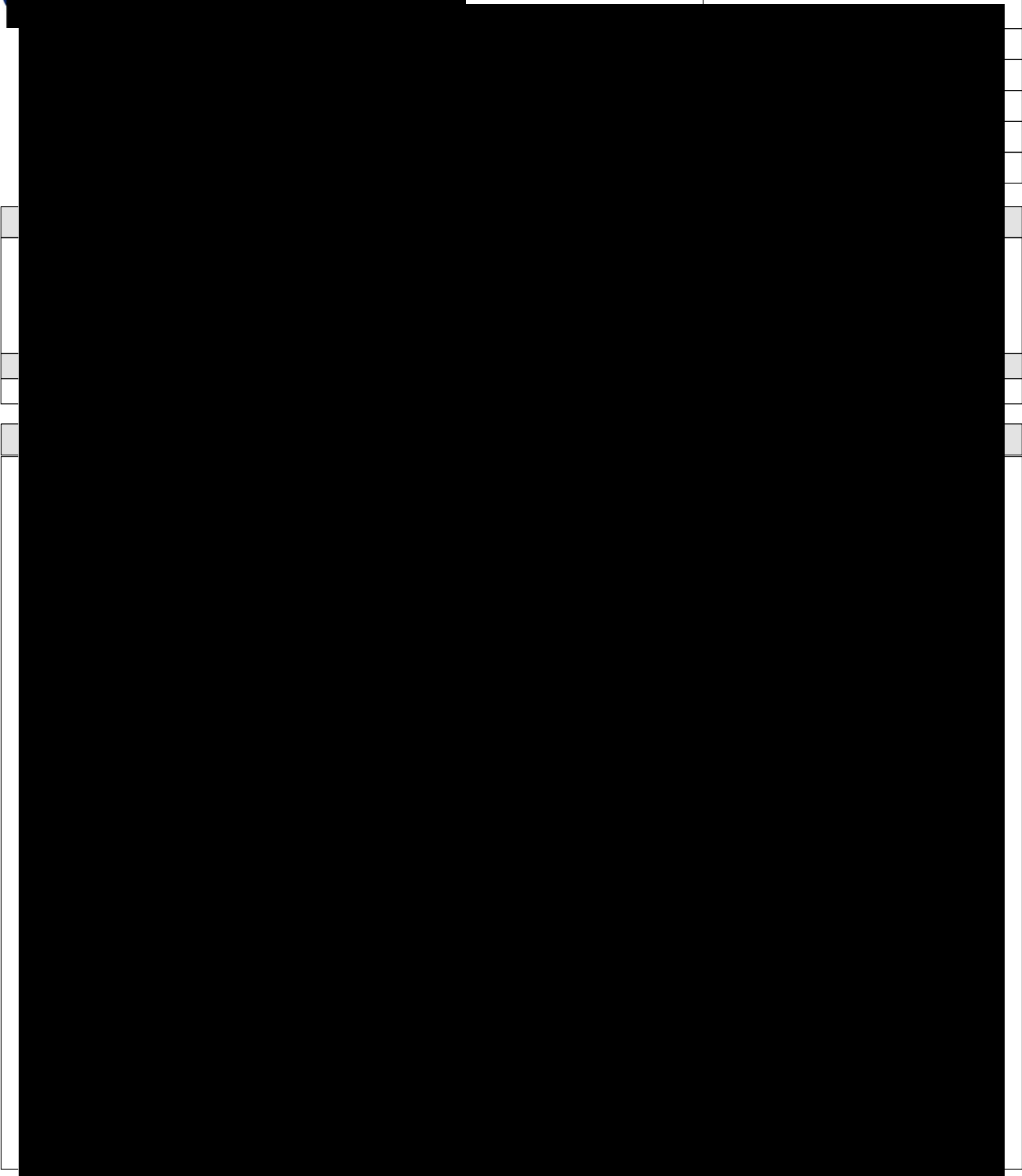
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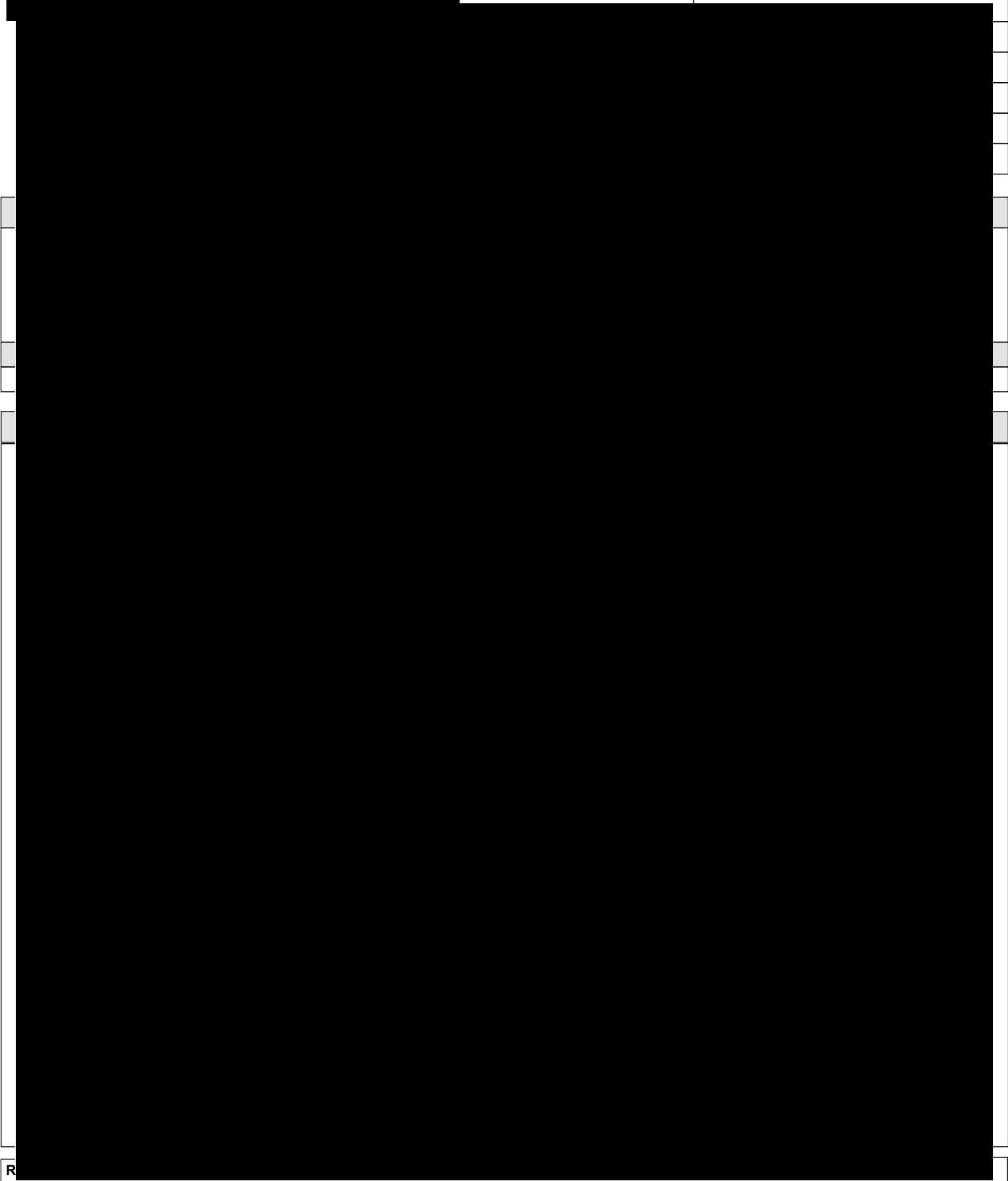


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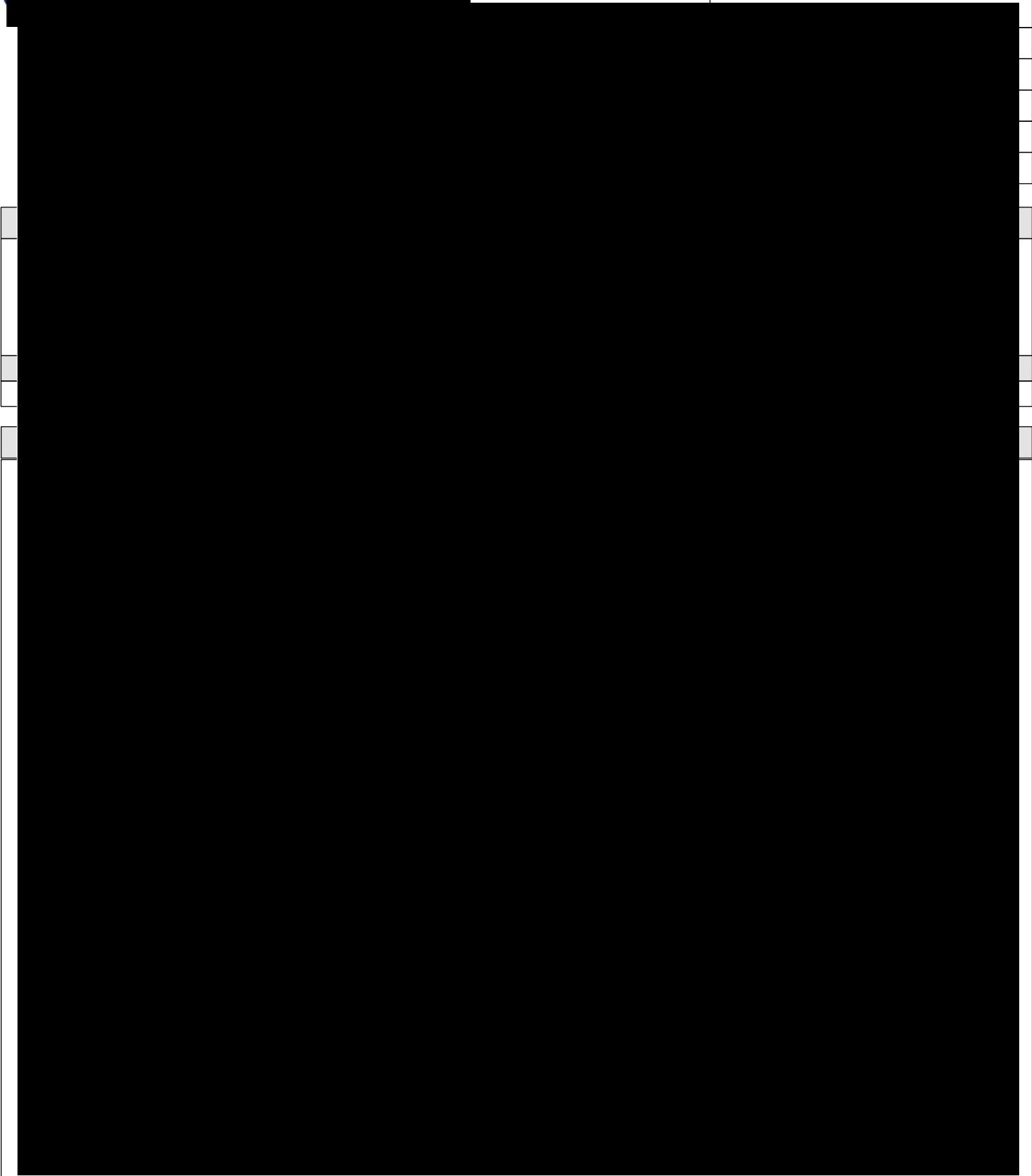
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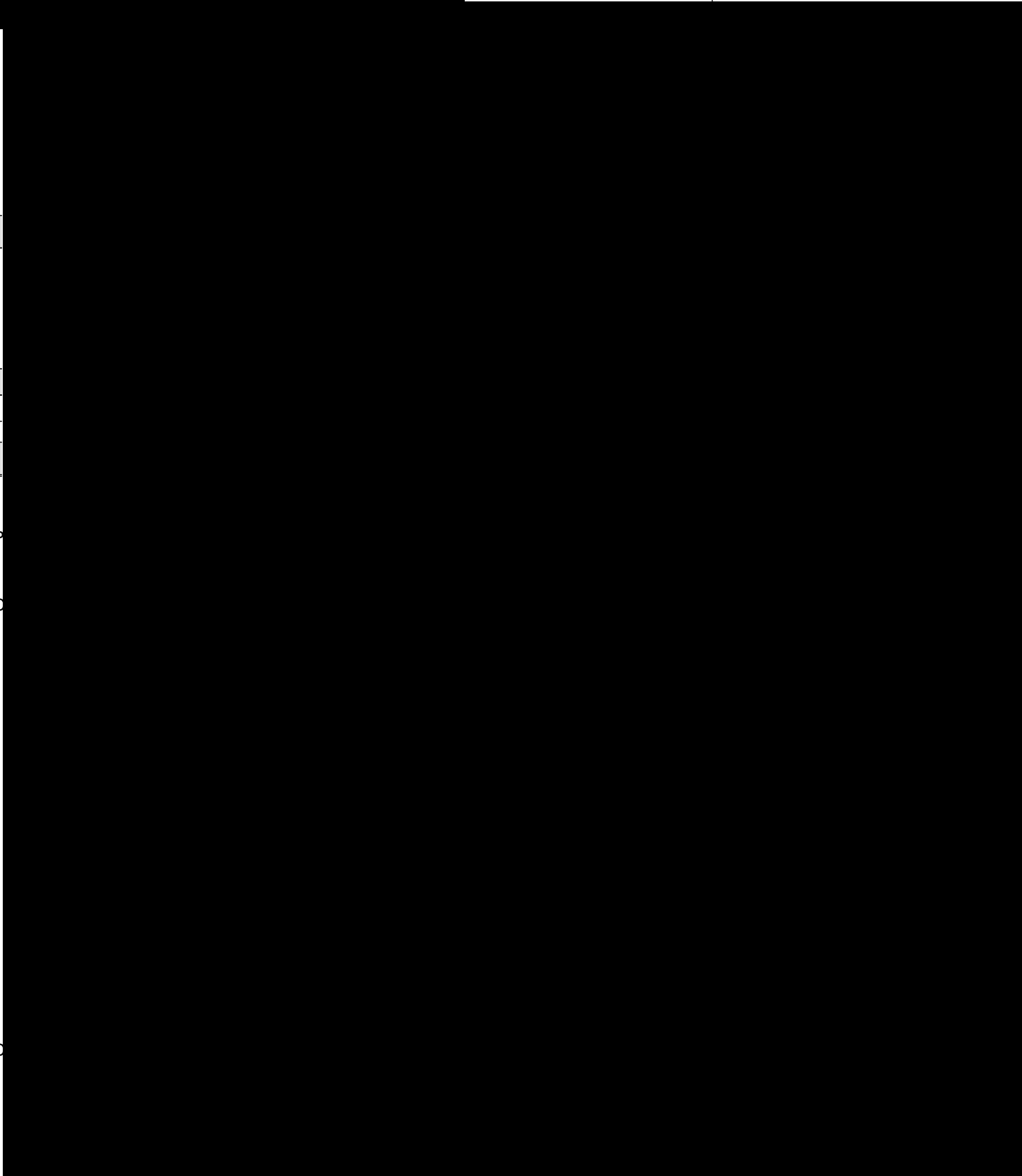
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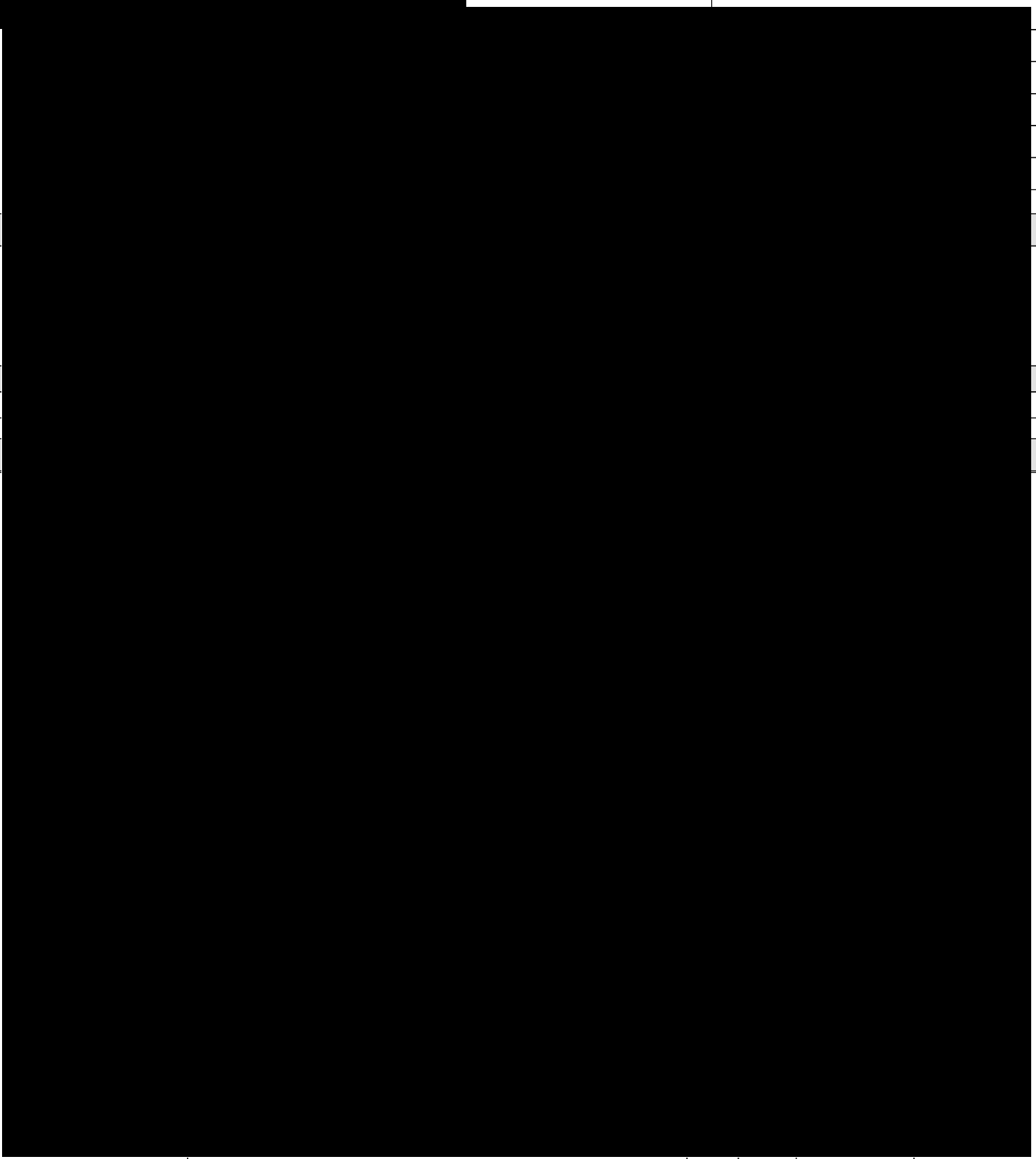
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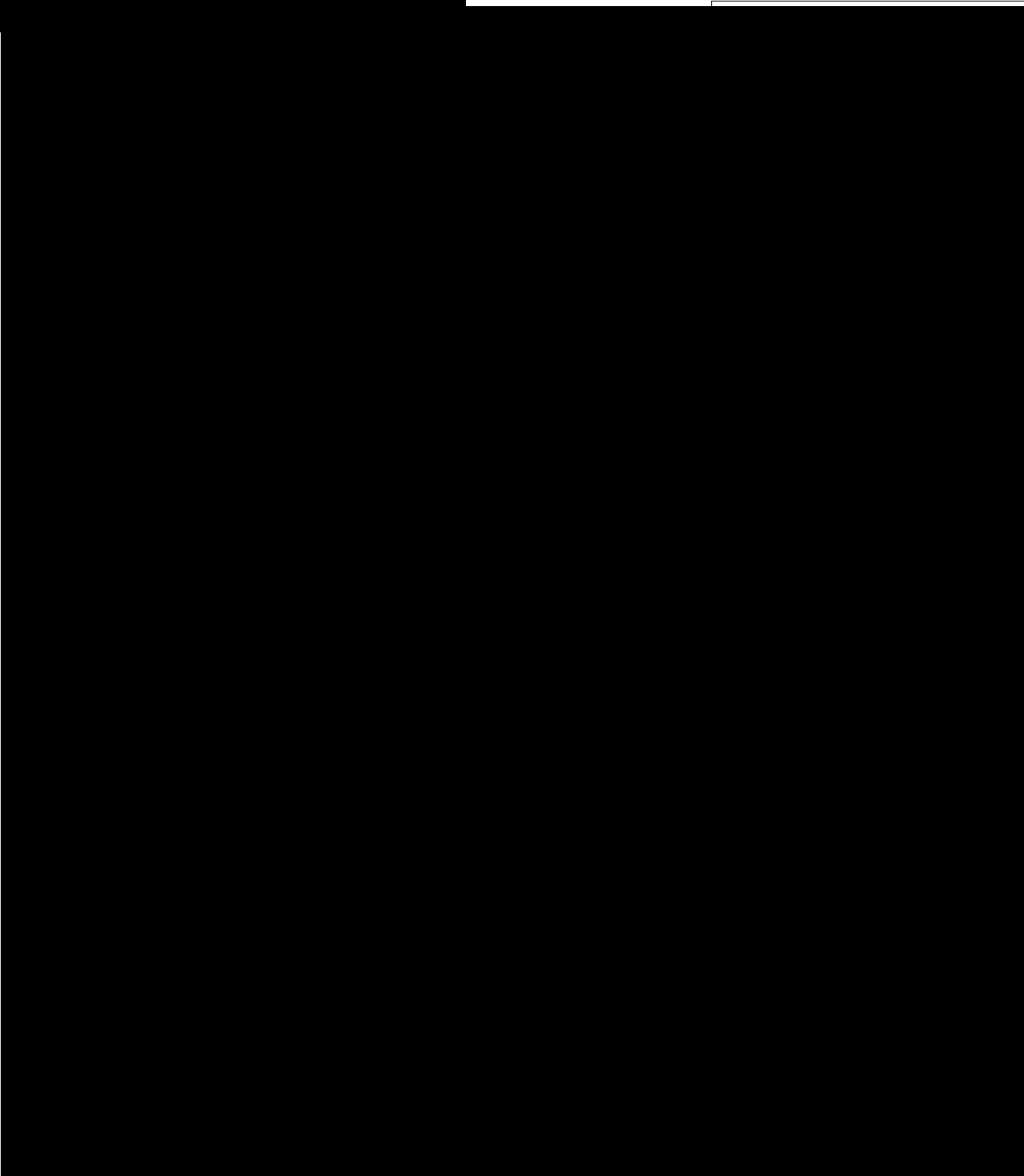


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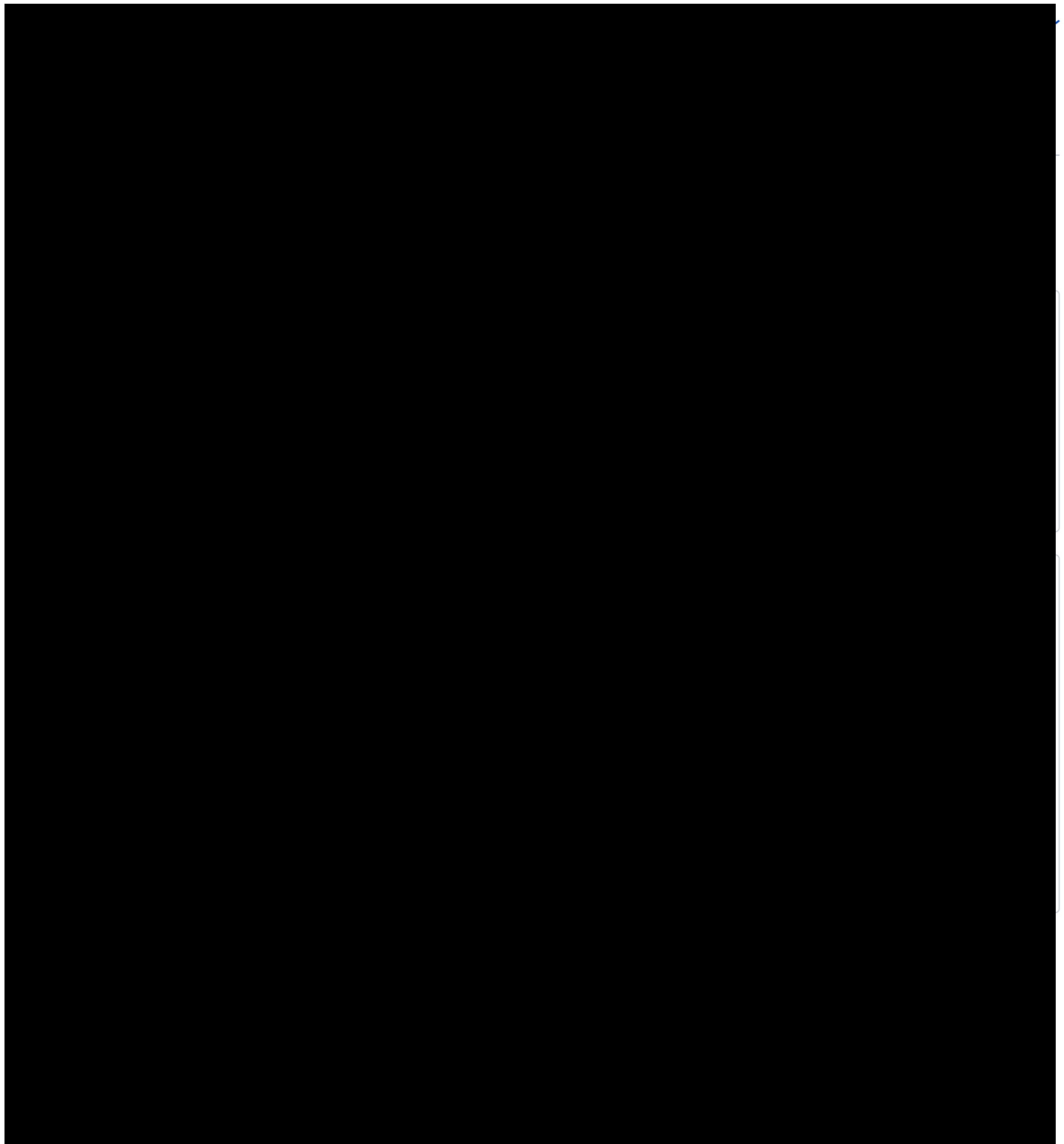
**Payment information**



[< See all orders](#)

# Order Details

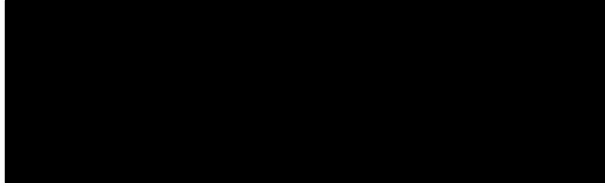
 [Print](#)  [Print Gift Receipt](#)



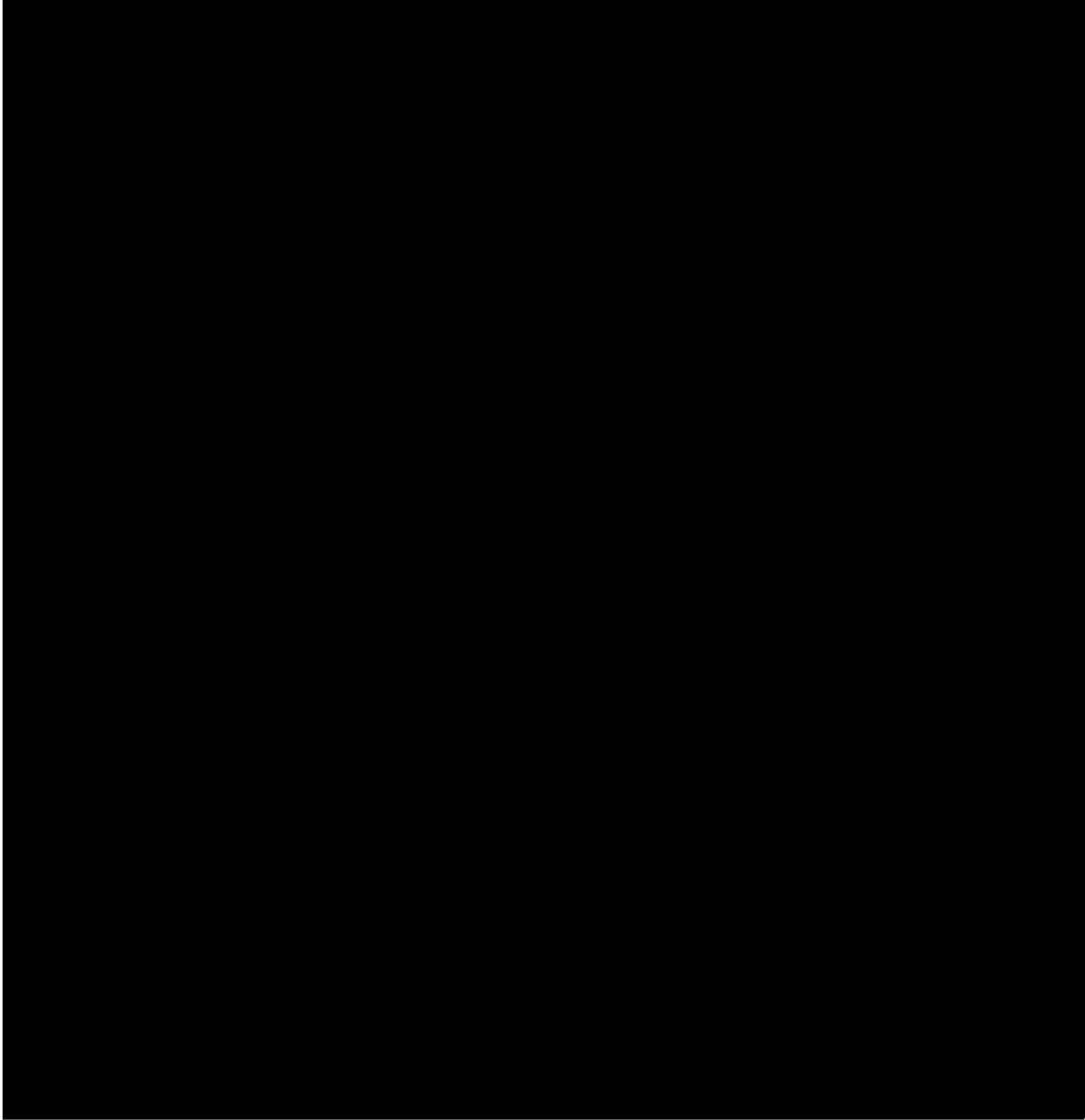
Olympic Blinds Inc.

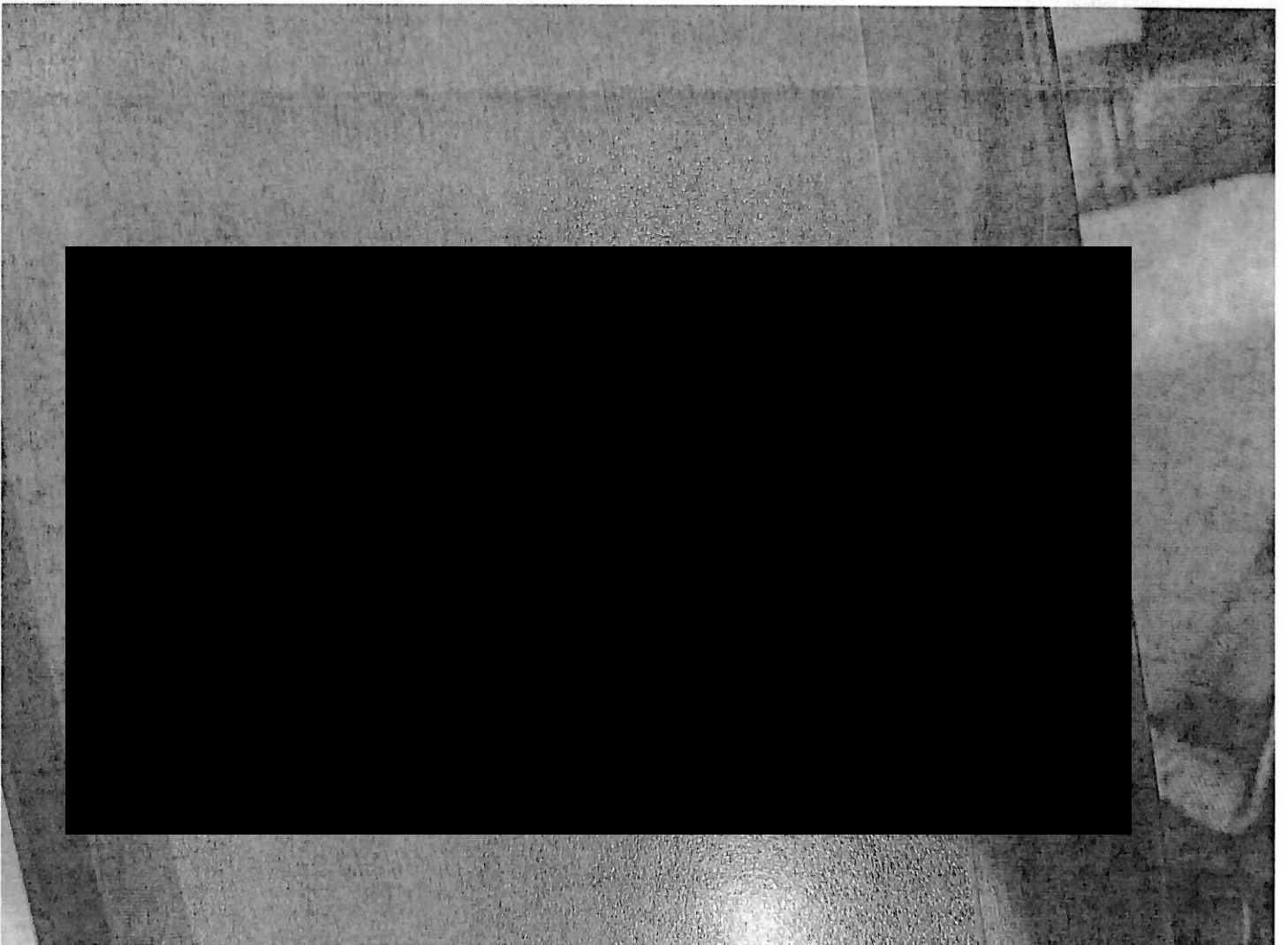
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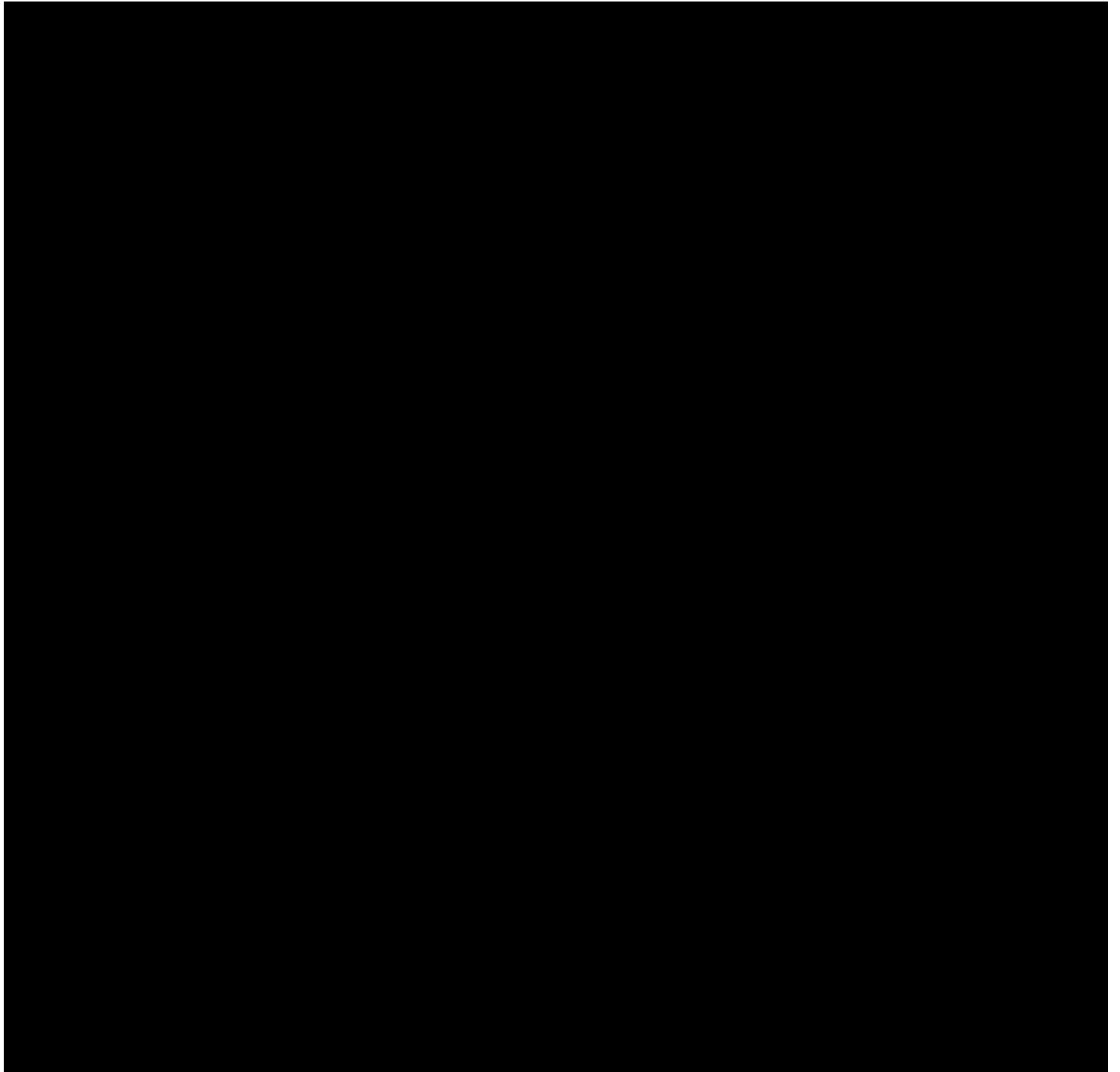
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WARNING: This email is from outside of Waste Connections; Exercise caution.



Special Instructions:

Initials: AR

All credit card charges will appear as Global Restaurant Solutions, Inc.

## **Damaged Goods Policy**

### **Refused Damaged Shipments**

At *Restaurant Equipment Solutions* we do our best to ensure your order arrives to you safely and on time. Unfortunately, there are times your merchandise may become damaged by the carrier while in transit.

Freight companies are responsible for inspecting shipments for damages when picked up from us. When the driver signs the freight bill he is indicating your order was picked up in good condition (unless otherwise noted on the freight bill.)

In turn, it is your responsibility to inspect your order upon arrival for damages before signing for the shipment. **IF AN ITEM ARRIVES TO YOU WITH CLEAR AND OBVIOUS FREIGHT DAMAGE, REFUSE THE SHIPMENT OUTRIGHT AS "DAMAGED". IF AN ITEM ARRIVES WITH ONLY SCUFFS/CREASES/SMALL IMPERFECTIONS TO EXTERIOR PACKAGING YOU MAY CHOOSE TO ACCEPT THE SHIPMENT AS DAMAGED BY CHECKING THE "DAMAGED" BOX AND NOTATE THEM ON THE DELIVERY RECEIPT/FREIGHT BILL. YOUR SIGNATURE (OR THAT OF YOUR REPRESENTATIVE) OF A "FREE AND CLEAR RECEIPT" WITHOUT CHECKING THE "DAMAGED" BOX INDICATES THAT ALL ITEMS IDENTIFIED ON THE DELIVERY RECEIPT/FREIGHT BILL ARE RECEIVED IN GOOD CONDITION BY THE PERSON SIGNING THE DOCUMENT.** This means that you are relieving the manufacturer, freight carrier and RestaurantEquipmentSolutions.com© of any liability for the damages. Once you sign the delivery receipt/bill of lading without noting any damage we have no method of holding the freight carrier liable for damages. **DO NOT LET THE DRIVER MAKE YOU FEEL RUSHED.** We have noticed that the more urgent the driver seems, the more likely it is that your shipment is damaged.

Upon refusal please contact *Restaurant Equipment Solutions* as soon as possible and we will be able to place a replacement PO to the factory.

If you decide to keep the order and sign for it "Damaged," or "Subject to Inspection," or with any other notes on the freight bill, you will need to file a freight claim with the carrier for compensation and *Restaurant Equipment Solutions* will not be responsible for the outcome of your freight claim.

### **Concealed Damage Shipments**

If the shipment is delivered and signed for free of damage and damage has been discovered after fully unpacking the ovens, **CONTACT US IMMEDIATELY (the same business day if possible) AND PERFORM THE FOLLOWING.** Time is of the essence.

- Keep the damaged packing materials for inspection
- Take pictures of the damaged items and packaging
- DO NOT move the damaged unit to another location (another warehouse, end user, etc...)

Failure to perform these tasks could cause an automatic freight claim denial upon the carrier's inspection.

Once *Restaurant Equipment Solutions* is notified we will contact the carrier and they will typically schedule an inspection, depending on the extent of damage. They may also require a service agency to look at the equipment to estimate a value of damage. After the inspection is complete it will be determined by *Restaurant Equipment Solutions* and the factory if the unit should be returned and replacement sent out or if the unit can be repaired in the field.

Understand that if a freight claim is not filed with the carrier within 1 business day the claim will be denied. Because of this, it is always the end users responsibility to ensure no damage is present at the time of receipt of goods. If you are purchasing equipment with the intention of storing it for a later date, you must still follow the above procedures to avoid possible monetary loss.

### **Lost or Damaged Parcel Shipments**

For the rare occasions where ground/parcel shipments are damaged, lost or missing items, keep the items and packaging, and contact us within 5 business day of receiving your order. We may ask for pictures to help us better find a solution for you.

## Refused/Cancelled Orders & Redeliveries

In the event of a delivery being attempted by the freight carrier and a redelivery becomes necessary, for whatever reason, you will be responsible for any and all additional fees. Should a portion and/or the entire order be cancelled or refused after delivery has occurred, additional restocking fees and shipping & handling fees for the initial delivery and its return will be applied. If any changes occur after the order has been placed additional fees may apply. Please note that we are not always able to cancel special order items once the order has been placed with the factory. Damaged equipment does not apply to the above terms. Please refer to the below damage policy.

## Returns

*Restaurant Equipment Solutions* will not accept returns after 15 days from shipping date. In addition, a return authorization and a copy of the invoice must be included with all returned merchandise. **Contact us at 1-877-236-5780 to obtain a return authorization number OR fill out the returns form [here](#).** All merchandise must be unused and in its original packaging. Non stocked items are returned only per the manufacturer's terms, and when allowed have a restocking fee of 30% plus the costs of return shipping. We do not accept returns of items where the item has been removed from retail packaging and/or used and by our determination, or by the manufacturer's determination can not be resold as new. We do not accept returns of items where the cost of restock fees and/or shipping reduces the amount due the customer below \$10. Product must be received back in the original packaging and be unused and in sellable condition. Your credit is applied once we confirm that the manufacturer, or our warehouse, has received the product back in this condition.

## Sales Tax

Applicable sales tax will be charged for all orders based on the product delivery destination. Laws regarding the collection of sales tax vary by location and undergo frequent change in content as well as interpretation by government agencies.

Global Restaurant Solutions, Inc. dba RestaurantEquipmentSolutions.com© and any parent companies and/or subsidiaries will always make every effort to fully comply with the law and government regulations. If you are a tax exempt customer, please contact a *Restaurant Equipment Solutions* associate at 1-877-236-5780 to process your order. We will require that you send us the appropriate Sales Tax Exemption Certificate for our records.

Some products are shipped direct from the manufacturer to the end user. Some manufacturer's sales agreements require that sales tax be collected on any products they ship direct to the customer in certain states. Examples include but are not limited to Blodgett Oven requiring sales tax collection for products shipped direct within the 15 states that Blodgett has manufacturing or office space in. A second example is products imported from Canada, such as Bake-Max where sales tax collection is necessitated by import regulations. Sales tax will be added to the order total and collected in these instances.

Global Restaurant Solutions, Inc. does not make the tax law, or set the sales tax collection requirements of our suppliers

## Privacy & Security

*Restaurant Equipment Solutions* does not sell or provide your information to sources outside our organization, except as authorized by your or required by law. We may e-mail you notifications regarding the status of your order or we may also e-mail, if you so choose, regarding promotions or products and/or changes made to our website to keep you informed. If you would like to be removed from the promotional e-mail updates simply use the "unsubscribe" feature located in the footer of the e-mail.

Online transactions are made safe through an SSL (Secure Sockets Layer) encrypted connection to your browser with a Comodo/IdAuthority certificate to protect your confidential information.

## Residential Users

The equipment sold by *Restaurant Equipment Solutions* is commercially rated and is not intended for residential use. While most items can be used in residential applications (pots, pans, utensils, etc.), other products like equipment must be reviewed for use in a home setting. For instance, a lot of the electrical equipment we sell requires an incoming voltage of 208 or higher, which typically will not be available in a residence, unless major electrical modifications are made. Commercial ranges are another example of equipment that should not be used in a residence. Commercial ranges do not come equipped with the proper exterior insulation to be rated for home use and they pose a major fire and injury hazard when not placed under a commercial exhaust and fire



suppression system. Other issues that may arise include limitations in home owner's insurance policies and local codes may actually prevent you from using commercial equipment in your home. Another important issue is that commercial warranties are voided when used in a residential setting. Shipments to residential addresses will also be subject to additional handling fees, because a smaller delivery truck will be required to navigate residential roads. If you should have any questions regarding our products and their use in your home, please contact a *Restaurant Equipment Solutions* Customer Representative.

## **Warranties**

Products sold by *Restaurant Equipment Solutions* are warranted to the extent of the manufacturer's expressed warranties to us, from the date of sale. Please retain your original invoice as proof of purchase for making warranty claims. Manufacturer warranties are voided for equipment utilized in residential applications.

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