

Bulletin: 5-23

TO: All Greenheck Representatives
FROM: Taylor Dane, Product Manager, TAP
 Bethany Seubert, Product Manager, DOAS
DATE: February 6, 2023
SUBJECT: New TAP and DOAS Order Change and Cancellation Policy



A formal order change and cancellation policy has been issued for all TAP and DOAS products. Order changes and cancellations for TAP/DOAS products have been assessed for fees on a case-by-case basis when solicited on an order. In many cases, this process resulted in delayed response times and longer processing times. To simplify this process and provide clear guidelines for fees associated with changes and cancellations, we have implemented the following policy for TAP and DOAS products. This policy can also be found in All Things Greenheck at <https://www.greenheck.com/my-account/account-management/policies>

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Tempered Air Products and
Dedicated Outdoor Air Systems

This policy is applicable to all Tempered Air Products (TAP) and Dedicated Outdoor Systems (DOAS) models including: RV, RVE, RVC, DGX, IGX, MSX, TSU, VSU, KSFB, KSFD, MSF, Minivent, Minicore, ECV, ERV, ERVe.

All fees listed are a minimum fee and additional fees may apply due to order specific purchased components, engineering time associated with special design requests, painted units, or other costs determined by Greenheck.

Change Policy

Any change requested more than 48 hours from the release of a TAP or DOAS product is subject to the minimum net fees shown in Table 1 in addition to the list price change in CAPS, if applicable.

Weeks from estimated ship date	Minimum net fee per unit "Cancel and Reorder"	Minimum net fee per unit Manual Change
> 4 weeks	\$250	\$750
3-4 weeks	\$500	\$1500
< 3 weeks	No changes allowed	No changes allowed

Table 1: Change Policy Minimum Fees

Changes will require either a manual change or a cancel and reorder as determined by the TAP/DOAS order processing team. Please do not submit a reorder without direction from TAP/DOAS order processing, as doing so could result in new ship dates and/or additional fees.

The unit will be subject to current pricing on the date of the requested change. If a change is requested less than 48 hours from the time of order all fees will be waived. Any changes may result in the ship date changing.

Order Cancellation Policy

Any order cancellation requested more the 48 hours from release of a TAP or DOAS product is subject to the minimum net fees shown in Table 2. All quick build orders that are cancelled are subject to the minimum fees in Table 2 immediately, there is no grace period from time of release.

Weeks from estimated ship date	Minimum net fee
> 6 weeks or < 1 week from release	5% of unit net price
4-6 weeks	25% of unit net price
2-4 weeks	50% of unit net price
< 2 weeks	100% of unit net price

Table 2: Cancellation Policy Minimum Fees

Tempered Air Products and Dedicated Outdoor Air Systems Order Change and Cancellation Policy | R1 | January 2023

If there are any questions about the policy, please feel free to reach out to Bethany Seubert, DOAS Product Manager, or Taylor Dane, TAP Product Manager.