

# BULLETIN

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FEBRUARY 12, 2024 | BULLETIN 5-24

TO: All Greenheck Representatives  
FROM: Steve Carrico  
Manager, Kitchen Ventilation Systems  
SUBJECT: KVS Change Policy Update



A formal order change and cancellation policy has been developed for all KVS products.

Order changes and cancellations have historically been assessed for fees on a case-by-case basis. This process often resulted in delayed response times and longer processing times.

We have implemented the following policy to simplify this process and provide clear guidelines for fees associated with changes and cancellations.

If you have any questions regarding the policy, please reach out to [KVS@greenheck.com](mailto:KVS@greenheck.com) or give us a call at 833-219-5128.

# Order Change and Cancellation Policy

## Kitchen Ventilation Systems

This policy is applicable to listed Kitchen Ventilation System (KVS) models including: **CANOPY HOOD, ISLAND HOOD, PROXIMITY HOOD, CROSSOVER HOOD, TYPE II HOOD, FIREREDY HOOD** and all supply plenums.

**All fees listed are a minimum fee from the production team and additional fees may apply due to order-specific purchased components, work started, engineering time associated with special design requests and changes, or other costs determined by Greenheck.**

### Change Policy

Any change requested more than 24 hours from order of a KVS product is subject to the **minimum** net fees shown in Table 1 in addition to the list price change in CAPS®, if applicable. No changes will be allowed on Quick Build orders of 10 days or less.

Business Days from estimated ship date	Minimum net fee per unit "Cancel and Reorder"	Minimum net fee per unit Manual Change
> 11 days	\$250	\$750
10-11 days	\$500	\$1500
< 10 days	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 KVS scheduling team. Please do not submit a reorder without direction from KVS scheduling, 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 24 hours from the time of order, all fees will be waived. All change requests may result in ship date changing.

### Order Cancellation Policy

Any order cancellation requested more than 24 hours from order of a KVS product is subject to the **minimum** net fees shown in Table 2. All Quick Build orders of 10 days or less that are cancelled are subject to the minimum fees in Table 2 immediately. There is no grace period from time of release.

Business Days from the estimated ship date	Minimum net fee
> 11 days	5% of unit net price
10-11 days	25% of unit net price
9-10 days	50% of unit net price
< 9 days	100% of unit net price

Table 2: Cancellation Policy Minimum Fees

For more information regarding Greenheck kitchen ventilation systems and components visit [greenheck.com](https://www.greenheck.com) or consult your local Greenheck representative.



# Order Change and Cancellation Policy (Long Lead Time Products)

## Kitchen Ventilation Systems

This policy is applicable to listed Kitchen Ventilation Systems (KVS) models including:

**MODULAR PCU-FILT, MODULAR PCU-ESP, UDS, WASH HOOD AND KITCHEN PASS orders.**

**All fees listed are a minimum fee from the production team and additional fees may apply due to order-specific purchased components, work started, engineering time associated with special design requests and changes, or other costs determined by Greenheck.**

### Change Policy

Any change requested more than 48 hours from the release of a KVS 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
> 3 weeks	\$250	\$750
2-3 weeks	\$500	\$1500
< 2 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 KVS scheduling team. Please do not submit a reorder without direction from KVS scheduling, 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. All change requests may result in ship date changing.

### Order Cancellation Policy

Any order cancellation requested more than 48 hours from release of a KVS product is subject to the **minimum** net fees shown in Table 2.

Weeks from estimated ship date	Minimum net fee
> 6 weeks	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

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