

# BULLETIN

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FEBRUARY 12, 2024

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.