

General Guideline

Change and cancellation charges are assessed on different types of orders based on a number of reasons. Due to the variety of non-standard products Greenheck manufactures, additional change and/or cancellation charges may be assessed for labor incurred, raw material or purchased components acquired or any other out-of-pocket expenses incurred by the factory on any type of leadtime order.

QD & Stock Parts orders

Approval for changes or cancellations is assessed on an individual basis as the shipping process occurs immediately. Contact your Greenheck representative at the factory.

1, 3, 5 and 10-day Quick Build orders & Manufactured-to-build Parts Orders

Changes or cancellations to these types of orders containing items with special coatings or Special Design Request (SDR's), must be approved on an individual basis. A \$50 minimum net charge, will be assessed on all orders unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee will apply. Contact your Regional Salesperson for applicable charges. **If prior ship curbs are being cancelled off a standard order, the same rule applies.*

NOTE: All 1-day Quick Build orders will be assessed the applicable fee (see above).

Changes to 3, 5, and 10-day orders (QD excluded) entered via CAPS will not be assessed the \$50.00 net fee if the change or cancellation is made within the same working day by 1:00 pm (CST).

STANDARD/QB/EXTENDED LEADTIME ORDERS*

	11 OR MORE WORKING DAYS BEFORE SCHEDULED SHIP DATE	6 TO 10 WORKING DAYS BEFORE SCHEDULED SHIP DATE	0 TO 5 WORKING DAYS BEFORE SCHEDULED SHIP DATE
ORDER CANCELLATION	Order cancellations will not be assessed a cancellation fee unless there are purchased items. Charges assessed will be the cost of the purchased item or the cancellation charge Greenheck incurs from the vendor for these item(s).	Order cancellations will have a cancellation fee assessed according to the amount of work performed on the order plus any charges for any purchased item(s). Consult with your Greenheck representative at the factory.	Order cancellations will have a cancellation fee assessed according to the amount of work performed on the order (\$50 minimum net charge, unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee applies), <u>plus</u> the charge for any purchased item(s). Consult with your Greenheck representative at the factory.

	11 OR MORE WORKING DAYS BEFORE SCHEDULED SHIP DATE	6 TO 10 WORKING DAYS BEFORE SCHEDULED SHIP DATE	0 TO 5 WORKING DAYS BEFORE SCHEDULED SHIP DATE
ITEM DELETIONS	Item deletions will not be assessed a cancellation fee unless there are purchased items.	Item deletions will have a cancellation fee assessed according to the amount of work performed on the units involved. Any charges for purchased items will also be added. Consult with your Greenheck representative at the factory.	Item deletions will have a cancellation fee assessed according to the amount of work performed on the units involved (\$50 minimum net charge, unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee applies), <u>plus</u> the charge for any purchased item(s). Consult with your Greenheck representative at the factory.
PRODUCT CHANGES	Product changes will not be assessed a change fee unless there are purchased items.	Product changes will have a change fee assessed according to the amount of work performed on the units involved. Any charges for special purchased items will also be added. Consult with your Greenheck representative at the factory.	Product changes will have a change fee assessed according to the amount of work performed on the units involved (\$50 minimum net charge, unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee applies), <u>plus</u> the charge for purchased item(s) Consult with your Greenheck representative at the factory.
SHIP TO CHANGE •NON-PRODUCT CHANGES	Non-Product Changes will not be assessed a change fee. Any orders with a "WILL ADVISE" ship to address may incur storage charges if address is received after the ship date of the order.	Non-Product Changes will not be assessed a change fee.	Ship To Changes will have a (\$50 minimum net charge, unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee applies), fee assessed if the shipping paperwork has printed. Consult with your Greenheck representative at the factory.

*Chart applies to any order which enters the production time of 11 days or less before promised ship date