

Canada Change/Cancellation Guideline

General Guideline

Change and cancellation charges are assessed on different types of orders based on multiple factors. 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.

All 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 QB 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).

NOTE: Changes or Cancellations with accompanying charges will not be completed in the system until the charges have been approved by the Salesperson in the Rep firm. Change/cancellation fees are subject to be adjusted if we do not receive a response back within the allotted time provided in the email to you from the Customer Care team.

Depending on where the order is within the schedule My Account > Order Management will allow you to process the following change yourself:

- Cancellation of the entire order

If you are unable to cancel the order, you will receive a pop-up message letting you know you are unable to process the request and to contact your sales region – below is an example of this:

You are unable to cancel the order at this time
Another delivery group is being processed currently. Please contact the regional sales office: Western.sales@greenheck.com