

# Order Change and Cancellation Policy



## Dedicated Outdoor Air Systems and Tempered Air Products

This policy is applicable to all Dedicated Outdoor Systems (DOAS) and Tempered Air Products (TAP) models, curbs, and accessories including: RV, RVE, RVC, DGX, IGX, MSX, TSU, VSU, 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 DOAS or TAP product is subject to the minimum net fees shown in Table 1 in addition to the list price change in CAPS, if applicable.

Changes will require either a **manual change** or a **cancel and reorder** as determined by the DOAS/TAP 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.

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

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 DOAS or TAP 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