



Toll Free: (800) 745-6238

E-Mail: parts@globefoodequip.com

PARTS TERMS & CONDITIONS

Parts sales are only available through Authorized Service Providers and Authorized Dealers

PLACING AN ORDER:

Part orders must be submitted on a separate purchase order number from Machines & Accessories.

All in stock orders with seven (7) line items or less, e-mailed or faxed to GFE Parts prior to 2:00 p.m. (EST), will be shipped within 24 hours. All orders with eight (8) or more lines will be shipped within five (5) days. Large orders may be shipped in multiple cartons. NOTE: Please have complete part numbers when placing order.

HANDLING CHARGE:

For first shipment of all orders, there is a \$15.00 Handling Charge. Subsequent backordered item shipments will not have a Handling Charge.

PAYMENT TERMS:

Net thirty (30) Days to approved customers. If parts invoices are not paid within forty-five (45) days, future orders will be shipped via credit card only. Visa, Master Card and American Express accepted.

Globe credit applications are available upon request.

WARRANTY:

All parts have a ninety (90) day warranty from date of sale. **No returns on opened electrical parts.** If any part supplied by GFE is inoperative or defective, it will be replaced at no cost after being inspected and approved for replacement by Globe Technical Service. GFE reserved the right to repair or replace items returned under warranty.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

CLAIMS:

Freight damaged parts: please save the box and all packing material for carrier inspection and claims. **If shipped via third party billing, that carrier will need to be contacted by account owner to file a claim. Globe cannot file claims with third party carriers.** Contact Parts Customer Service for replacement parts and assistance with claim procedures. Shipping errors: Contact Parts Customer Service for assistance to resolve any errors. Do not use damaged parts or defective parts, contact GFE Parts Customer Service for replacements.

RETURNS:

Parts returned are subject to the following guidelines:

- Globe Food Equipment's Parts Department must issue a formal return authorization number (RMA)
- Returns are subject to a 25% restocking charge within thirty (30) days of shipment from factory.
- Authorization for return will only be issued within thirty (30) days of shipment from factory.
- All authorized part returns must be in the original, unopened packaging.
- Returns must be received within thirty (30) days from issue date of return authorization
- All warranty parts will be invoiced upon shipment. A credit will be issued if the parts are returned to Globe Food Equipment within thirty (30) days.
- **No credits will be issued for parts returned after thirty (30) days or the part is not defective.**

Prices are subject to change without notice

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