



14680 Monte Vista Ave.
Chino, CA 91710
800.488.9868

4960 Golden Parkway, Building 3
Buford, GA 30518
800.241.9152

2021 MIDDLEBY RESIDENTIAL FREIGHT AND RETURN POLICY

Effective January 1, 2021

This policy applies for all Middleby Residential Shipments for Brands¹ distributed from a MB Domestic Warehouse. All shipments consisting of major units equaling **\$6,000 or greater**, curbside deliver to the Dealer's warehouse, qualifies for prepaid freight.

All shipments consisting of major units **less than \$6,000** will be charged 3.5% of invoice (minimum \$80 charge)

- Display product orders fall under the same guidelines outlined above
- Dealer may combine multiple PO's into one shipment to qualify for prepaid freight
- Model Home and Personal Use orders must ship with a \$6,000 prepaid order or freight will be added.
- Not all brands¹ available in all markets by Middleby Residential distributing.
- Accessories ride for free on prepaid orders.

FREIGHT EXCEPTIONS:

- Shipments from a warehouse other than our designated Middleby Residential warehouse are FOB shipping point (dealer pays full freight).
- Any special requirements, such as lift gates, elevator access, etc. will be extra.
- Shipments directly to a Builder's jobsite (dealer arranges freight carrier).
- Shipments to the mainland consolidator for Alaska or Hawaii will fall under the above guidelines.
- Shipments directly to AK and HI are FOB Chino, CA (dealer arranges freight carrier).
- New York and New Jersey fall under a separate freight policy.

RETURN GOODS: All return goods must have an RMA number issued prior to shipping. Please obtain an RMA number prior to return directly from your inside sales person. Returned items must be in original "factory sealed" packaging within 30 days of purchase to be considered for return. All return goods are subject to a minimum 25% re-stocking fee. Returns are not allowed after 30 days from initial shipment. Custom orders do not apply to this policy.

¹Middleby Residential brands distributed include Viking, AGA, Marvel, Heartland, Lynx, Scotsman and Trade-Wind. **NOTE: Not all brands available in all markets by Middleby Residential Distributing.**