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2025 MIDDLEBY RESIDENTIAL DEALER FREIGHT AND RETURN POLICY

Effective January 1, 2025

This policy applies for all Middleby Residential Shipments for Brands¹ distributed from a MR Domestic Warehouse. All shipments consisting of major units equaling **\$7,500 or greater**, with CURBSIDE DELIVER to the Dealer's warehouse, qualifies for prepaid freight.

All shipments consisting of major units **less than \$7,500** will be charged 3.5% of invoice (minimum \$200 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 \$7,500 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.
- Special 4-piece Free Freight on all Viking Under-counter Ice Machines, Bev Centers, Refrigerators and Wine Cellars (24"H units).

FREIGHT EXCEPTIONS:

- Shipments from a warehouse other than a designated Middleby Residential warehouse will be classified as 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 approved RMA, prior to a number being issued** prior to shipping. Please obtain an RMA number prior to returning goods from your MR 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 (e.g. Exclusive colors, Viking Tuscany Series, special finishes), are non-cancellable, non-returnable.

¹Middleby Residential brands distributed include Viking, AGA, Kamado Joe, Lynx, Jospers, Masterbuilt, Marvel, Scotsman and Trade-Wind.

NOTE: Not all brands are available thru Middleby Residential in all markets.