



*Icetro SERVICE / PARTS CENTER
1565 West Broadway
Anaheim, CA 92802
Office: 714 215 4864
www.icetroamerica.com*

INFORMATION & POLICIES

PARTS ORDERING:

All parts orders are to be directed to:

Icetro America Warranty Department
e-mail: Jason.m@icetroamerica.com
Phone: 714 - 215 -4864

Please **DO NOT** fax your orders to the Sales Department

This may result in a duplicate order or delays in processing your order. Service parts orders should not be included with literature or equipment sales orders. Telephone orders will be accepted in an emergency situation only such as: problems with a fax machine or computer problems. A telephonic order will require written back-up from the customer.

GENERAL INFORMATION:

We encourage Distributors to review inventory stocking levels to aid them in placing stock orders in an effort to reduce the number of urgent orders and drop-shipments. It also allows them to participate in the additional discounts and free freight terms associated with their monthly stock order. Free freight is based on distributor sales. Distributors with under \$500,000. in sales will be allowed a minimum stock order of \$1000.00. Distributors with over \$1 million in sales will have a minimum stock order amount of \$2000.00. Stock orders include FREE FREIGHT. Free freight is for normal shipping mode (UPS or Freight carrier) only. Additional charges will apply to orders that require special shipping modes, (i.e.; air, sea, or special courier). Requests for upgraded special shipping will not qualify for free freight and will be billed at full cost. **Icetro** maintains the right to limit quantities on stock order items as inventory quantities mandate.

- **Icetro's** Parts Price List information is available on www.icetroamerica.com and denotes different types of items (best selling, substitute, and special order types)

- The Price List reflects all historical items carried by **Icetro**. In addition, there is a separate Price listing for the top selling part numbers as a quick reference instead of the entire listing. This information is available on the Service center link of the Distributor support page on the IcetroUSA.com web site
- The Price List information is available on the web site for Distributors only and will be updated on a regular basis in an effort to continually communicate changes to the field. List price changes happen for many reasons and every effort is made to communicate the price change to the field via the monthly Distributor e-mail update 30 days prior to the change

\$50.00 ORDER MINIMUM:

- All orders shipping to Distributors are subject to the \$50.00 order minimum. Minimum orders do not include free freight. Drop ships do not have an order minimum but are subject to a \$10.00 drop ship fee

DROP SHIPMENTS: \$20.00 drop ship fee for all drop shipments:

- We do not offer a drop-shipment program, as such, but provide it as a service to our Distributors and end-users in emergency situations only. Remember that Distributors should stock parts. Please review parts information and your inventory regularly and order accordingly. C.O.D. drop-shipments are not possible due to billing complications. Make arrangements with your customers for payment
- Drop ships do not have an order minimum. The intent of this is to cover the costs associated with order processing, handling, packaging and invoicing small individual orders

SUBSTITUTION PART NUMBERS:

- Icetro America's substitution policy is to sub to the new part number when the stock is no longer available on the old part number. The pricing for the new part number will always super cede that of the old part number in substitution situations
- Please note these subs and new pricing in your system for your convenience and to reduce the chance of ordering a part that you may have in your stock under a sub part number

PART NUMBER UNKNOWN AT TIME OF ORDER:

MODEL NUMBER AND SERIAL NUMBER REQUIRED:

- When a Service Agent orders parts by description, it is the Distributor's responsibility to get model and serial number of the machine and obtain part number(s) from the Parts Manual, Online Manual (www.icetroamerica.com) prior to ordering. If a Distributor does not have a parts manual for a given model, Icetro America Warranty Department will assist in identifying the correct part number
- To contact Technical Services, please dial +1-714-215-4864
- If a manual needs to be ordered please contact **Icetro** to order the manual needed
- When placing all parts orders we would encourage Distributors to give part numbers and descriptions on the faxed or E-mailed order form to assist us in processing your order correctly

RESTOCKING FEE:

- Incorrect parts shipments due to Distributor error are subject to a 15% restocking fee. The Warranty Department cannot be held responsible if the incorrect part number is ordered

- NOTE: The 15% restocking fee will apply to all orders that are received and have been packed for shipment but are canceled. The restock fee will be waived if the parts have not been packed

URGENT ORDERS:

- Fedex Next Day and 2nd Day Air cut off time is 3:30 p.m. Pacific time. For an express shipment on Friday please specify Saturday or Monday delivery. These orders should be for down machines only. All effort will be made to ship urgent orders the same day as received

DAMAGE IN TRANSIT:

- As with Finished Goods, Parts are shipped. It is the responsibility of the carrier for delivery of merchandise in good condition. It is the Distributors responsibility to file any subsequent freight claims that are necessary. Please inspect all deliveries, when possible, in the presence of the carrier. This is especially recommended for panels, compressors, and bin doors.
- If you receive an opened or damaged package, have the driver note, “damaged” on the bill of lading or driver’s manifest. Call the carrier involved so they can send a representative to inspect the damaged package. This must be done immediately. **Do not** assume verbal notation of damage with the driver constitutes notification to the carrier. In all cases of damage, the parcel must be inspected at the point of delivery, in the original shipping carton, with all the packing material in place. If these procedures are not followed, the carrier cannot be held liable for the claim and the ability to recoup for the loss is greatly minimized.
- The Distributor must notify the Icetrol America Warranty Department of the damage in order to initiate the replacement parts. This should be after advising the carrier of the need for inspection. Concealed damage claims with carriers must be made within 10 days of receipt of the goods in order to allow for a claim to be processed.

DISCREPANCIES:

- In order for Icetrol America to act quickly on any item or quantity discrepancies we must be notified within 3 working days of receipt of shipment. This is necessary to track current orders and resolve the problem in a timely manner.

RETURNS:

REGULAR RETURNS:

- All returns must have prior approval from Icetrol America Warranty Department. Distributors will be Faxed or e-mailed a Return Materials Authorization Form.

- Before an RMA is issued, we will need the Distributor to provide the PO# or CO# and the date of the order in which the parts were originally ordered. Electrical parts, parts that are NLA (No Longer Available), or parts that “sub to” are not returnable.
- All returns that are ordered in error or not the fault of Icetro America are subject to a 15% restocking fee.
- When returning parts on a RMA#, please check the following four items.
 1. RMA form to be included inside each carton / box.
 2. RMA# must appear on each carton in shipment and each carton noted 1 of 4 etc.
 3. Seal and pack parts carefully to protect from damage in shipment. Remember that it is the responsibility of the shipper to package items properly. Icetro will not be responsible for any damaged parts received. If shipping the return via UPS additional insurance should be considered if the value of the package exceeds the standard UPS liability of \$100.00 per shipment.
 4. Ship prepaid to: ICETRO AMERICA NOTE: RMA’s ARE VALID FOR 30 DAYS FROM THE DATE OF ISSUE.
- If the shipment is not received within such time the RMA will be cancelled. If goods are received after cancellation of the RMA, they will be returned to sender. Damaged goods will be held for 30 days only before being scrapped or returned to sender.

RETURN OF INACTIVE STOCK:

- Return of Inactive Stock is subject to approval and a 15% restocking charge. Once a year a parts list can be submitted for review to Icetro America Warranty Department. Approval will be given for select parts to be returned. Please submit return parts list for approval prior to shipping.

Requirements for Return:

- Parts list must be typed and in numerical sequence with a description of the part. Excel format is preferred and e-mail to: Jason.m@icetroamerica.com
- Only new parts are to be returned
- Electrical and electronic components are excluded from this return policy
- Parts that are NLA or substitute numbers will be excluded from this policy
- Return prepaid
- All items are to be marked with the correct Icetro America part number
- All cartons marked 1 of 2, 2 of 4, etc. And RMA# on each carton
- RMA form and Parts list enclosed
- All items should be packaged to prevent damage
- Packing should carefully protect all parts

(Damaged parts will not be credited)

This return will be subject to a 15% restocking charge

If these guidelines are not followed, the processing of a return and credit may be delayed

SHIPPING:

We take pride in being able to process your order as quickly and accurately as possible. Each order is checked and crosschecked prior to packing to reduce shipping errors. If you find an error please contact the Service Parts Center within 3 days of receipt.

URGENT ORDERS:

- Orders denoted as shipping via special shipping mode (Fedex Next Day Air) are given first priority. If the order is placed by 3:30 EST it will ship same day as ordered. All other urgent requests are given priority over stocking orders

STOCK ORDERS:

- If we receive your order one day prior to your scheduled shipping day we will be able to process your order for the scheduled shipping day. If we receive your order on your scheduled shipping day it may be delayed. Each Distributor has their own stock order day and to ensure the shipping of such we need adherence to that day. Therefore, we have an “ordering day” for the stock order, which is defined as the 24-hour window prior to the specified shipping day. Every effort will be made to ship that stock order on its specified day.
- Orders other than stock orders are entered and shipped in sequence but stock orders are to adhere to the specified schedule. Failure to follow the schedule will result in the orders being processed as regular orders and thereby losing the special stock order incentives. Free freight on all backordered Service Parts shipments is limited to only giving free freight on the top ‘Parts-In Stock’ listing of part numbers when they are not in stock on the initial shipment.

DISTRIBUTOR SHIPPING SCHEDULE:

- The day referenced is your shipping day. Your order must be placed at least 24 hours prior to the ship day in order to get it shipped as scheduled. All effort will be given to ship stock orders on the referenced shipping day when the order arrives in advance.

We encourage you to maintain an adequate stocking inventory to eliminate unnecessary drop shipments and small parts orders.

REPRESS PROGRAM:

- Flaker and Nugget bearing repress program includes extruding head and lower housings. They can be returned to: ICETRO AMERICA These parts must be in good condition in order to be re-used. The charge for repress is \$20.00 USD. (Per item). Turn around times vary but usually are completed in 5 working days, depending on the condition of the parts. Icetro suggests Distributors stock exchange sets for each model to reduce downtime on equipment.

REPLACEMENT PARTS WARRANTY:

- For equipment outside the OEM warranty period

90 days: ALL MODELS- Basic replacement parts

1 Year: ALL MODELS - Compressor, air-cooled condensers, and evaporators

1 Year FLAKER’s/NUGGETS - Compressor, air cooled condensers, augers, evaporators, and gear motor assy

Warranty parts should be handled as described in the Warranty Policies and Procedures manual.