

# TERMS & CONDITIONS



## TERMS

1% interest 10 days from date on invoice, net 30 days. Accounts showing balances owing past 60 days will be placed on credit hold and charged 1% interest per month. Orders may be paid by MasterCard, Visa or American Express at receipt of invoice. Credit card orders are not eligible for cash discount. Any orders paid by credit card later than 10 days from invoice date may be subject to a 3% handling fee.



## FREIGHT

Orders totaling 0-\$120 net will be charged \$12.00 for shipping and handling. Orders totaling \$121-\$1,750 net will be charged 10% of merchandise total for shipping and handling. Single orders, within the continental United States, that exceed \$1,750 net will be shipped freight prepaid.



## BROKEN CASES

All products are sold in standard packing cartons only as listed in the price list. Any order calling for less than standard pack will be charged \$8.00 NET PER CASE.



## CREDIT

Orders placed by buyers without established credit with Service Ideas, Inc. must be accompanied by check, credit card, or credit application. Initial orders for open credit status must meet a minimum net total of \$500. Orders will ship as soon as possible after credit has been approved or regular check has cleared. Orders paid by cashier's check, MasterCard, Visa, American Express, certified check or money order will ship as soon as possible. Call 1-800-328-4493 for exact cash amounts or to request a credit application. We reserve the right to establish or refuse any business entity or individual as a customer.



## SPECIAL ORDER ITEMS

A sign off will be required on our special order release form stating that the order will not be canceled or returned. Minimum order quantities are required.



## PRICES

All prices in US dollars (\$) and subject to change without notice.



## LOST AND DAMAGED SHIPMENTS

Risk of loss is buyer's upon delivery to carrier; therefore, whenever the seller shall deliver or cause to be delivered to a common carrier, any goods ordered by buyer, whether the particular common carrier shall have been designated in the shipping or routing instruction of buyer or not, seller shall not be responsible for any delays or damages in shipment and the common carrier to which the seller shall deliver goods shipped to buyer is hereby declared to be the agent of the buyer. All shortages or damages must be reported within 48 hours to the carrier and Service Ideas. Secure an inspection report from the carrier. Concealed damage not reported to Service Ideas within 30 days of delivery will not be eligible for credit.



## RETURNS

By definition, returns are any merchandise sold by Service Ideas, Inc. that is to be returned to the factory. Returns within 6 months of invoice date are NOT SUBJECT TO A RESTOCKING CHARGE. Returns received 6-12 months of invoice date or related to overstock are subject to restocking charges, not to exceed 20%. No returns will be accepted after 12 months. All returns to be restocked must be complete case packs, received in the unopened original cartons and merchandise must be current, standard catalog items. We are unable to accept returns of obsolete, special order, custom or crested products. No merchandise will be accepted for return without prior authorization. To receive authorizations please call 1-800-328-4493 and provide the following information. All returns must be freight prepaid.

- Company name, address, phone number
- Exact carton count
- Original invoice number and purchase order number
- Reasons for return
- Exact quantity and model numbers

# CARE & HANDLING

## HANDLING

For optimal retention, remove or flip open lid and preheat server with warm water. Empty contents and refill with hot beverage. Secure lid closure. Varying factors that effect temperature are content levels, topping off, and open lids. Servers should not be heated in a microwave, contain boiling water or liquids at temperatures above 200 degrees.

## CLEANING

For optimal care, servers should be hand washed with mild detergents.

Exterior: Wipe with a soft, damp cloth, followed with a dry cloth.

Interior: Clean with luke warm water and mild detergent and rinse with hot water. Never submerge in water.

Never clean *plastic servers* with vinegar as it will be absorbed by the material and leave a vinegar taste.

For *glass lined servers*, to avoid damage never clean a with a brush, and avoid chemical detergents.

For *push button lids*, depress button and flush water through. Push button lids are not dishwasher safe.

For *stainless steel products listed dishwasher safe*, use only high-temp dishwashers that don't use chemicals that will erode the stainless steel.

## STORAGE

All products are best stored in a cool, dry place away from heat sources.

# FREQUENTLY ASKED QUESTIONS

## DO YOU SELL REPLACEMENT PARTS?

Yes. 95% of our products have replacement parts available.

Check online at [www.serviceideas.com](http://www.serviceideas.com).

## WHAT'S YOUR RETURN POLICY?

Returns within 6 months are not subject to restocking charges.

Anything after 6 months will be subject to restocking charges not to exceed 20%. No merchandise that is discontinued will be accepted for return without prior authorization. Please call 1-800-328-4493 to receive your RMA #.

## WHAT'S SHIPPING LEAD TIME?

All in-stock orders are shipped within 48 hours. Non-stock and custom items are shipped within 8-12 weeks.

## HOW LONG DOES TEMPERATURE HOLD IN PLASTIC?

Anywhere from 2-3 hours

## HOW LONG DOES TEMPERATURE HOLD IN STAINLESS VACUUM?

Anywhere from 4-6 hours

## HOW LONG DOES TEMPERATURE HOLD IN GLASS?

Anywhere from 6-8 hours

## DO YOU HAVE A WARRANTY?

Service Ideas is interested in knowing about any problems you may experience. We will work with you individually to determine if the problem is caused by a manufacturer's defect.

## CAN I REQUEST ANOTHER CATALOG?

Yes. E-mail Service Ideas at [literature@serviceideas.com](mailto:literature@serviceideas.com) or call 1-800-328-4493.

## CAN I COOK ON THE THERMO-PLATE STAINLESS INSERT?

No. To prevent warping, stainless and aluminum plates should never be subjected to an open flame.

## CAN YOU PUT HOT BEVERAGES IN THE ZE PÉ DISPENSERS?

The Ze Pé beverage dispensers are meant for only cold beverages. Do not put hot beverages in the dispensers.

## WHAT IS CAMERA READY ARTWORK?

We accept high resolution digital artwork (300 dpi or higher) in an Illustrator, .eps, .tif or .jpg format.

- 300 DPI resolution is the minimum requirement for Pad Printing
- 600 DPI resolution is the preferred requirement for Etching

*NOTE:* Service Ideas is not able to modify logos or art

## DO YOU TAKE CREDIT CARDS?

Yes. We accept VISA, MasterCard and American Express.

## HOW DO I PLACE AN ORDER?

Simply e-mail us at [orders@serviceideas.com](mailto:orders@serviceideas.com) or log on to our website at [www.serviceideas.com](http://www.serviceideas.com).

## SERVICE IDEAS WARRANTY

Products noted with symbol are warranted against manufacturer defects for specified years. As a manufacturer of fine products, Service Ideas, Inc. is interested in knowing about any problems you may experience. We will work with you individually to determine if the problem is caused by a manufacturer's defect.