



***** THIS DOCUMENT CONTAINS VERY IMPORTANT INFORMATION*****

Dear Valued Customer,

Thank you for choosing to do business with Halifax Hoods. Please carefully review the following information. If you have any questions, feel free to contact us via email at orders@halifaxhoods.com. Again, we thank you for the opportunity to serve you, and we here at Halifax Hoods look forward to meeting all of your ventilation needs.

REVIEW YOUR ORDER

We will review your order to identify any potential issues, and we may reach out to discuss recommendations based on your specific application. When we send you the finalized quote, review it carefully to ensure that all details are correct, and then sign it and return to us via email. We cannot begin processing your order until you have signed and returned it.

FIRE SUPPRESSION LAYOUT FORM REQUEST

If you ordered a hood with Pre-Piped Fire Suppression, you will receive a *Fire Suppression Layout Request Form*. This form asks for detailed information regarding the cooking equipment to be used under the hood, the gas line size and the Fire Tank location (right or left side). Please complete the Fire Suppression Layout Form and return it to us as soon as possible. Without this information, production of your hood will be **DELAYED**.

SHIPPING

Please carefully review the Truck Shipping & Receiving Agreement we have sent to you. This agreement explains your responsibilities when receiving your order. We cannot ship your order until you have signed and returned this agreement.

RETURN POLICY

All sales from Halifax Hoods are **FINAL** due to our custom manufacturing. No merchandise may be returned without a Return Merchandise Authorization (RMA). Halifax Hoods reserves the right to refuse any unauthorized returns. Authorized returns will be charged a 35% restocking fee and all shipping costs will be paid by the customer and/or end user unless otherwise specified in writing by a management representative of Halifax Hoods. Items for warranty replacement or exchange will not be eligible for credit if the product is not returned within 30 days after the issuance of a Return Merchandise Authorization.

Please sign below to acknowledge that you understand and agree to your responsibilities as described above. Feel free to contact us with any questions. We value you as a customer and thank you for your business!

Order Number

Signature

Date