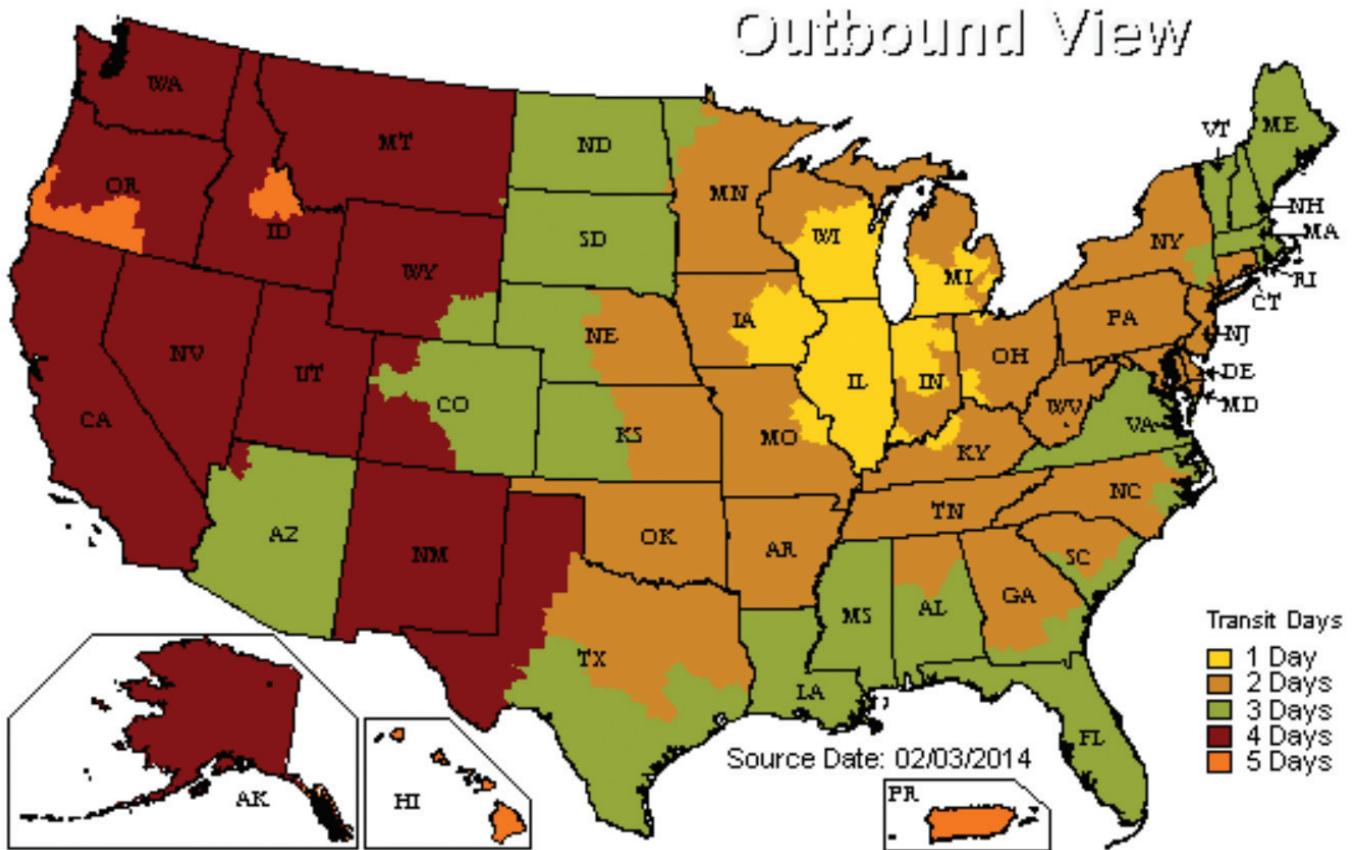


**Lancer** markets and distributes over 12,000 products for all types of cold, frozen and hot beverage dispensing and blending applications and is continually expanding its offering to meet market demand. Lancer also offers a portfolio of managed services for its customers. Committed to providing creative solutions to customized needs, Lancer provides expertise in beverage system selection and design, and support from concept to installation and beyond to ensure customer satisfaction and bottom line profitability.

UPS is our primary method of shipment. The map below shows the expected number of business days in transit from Roselle, IL to your location.



## Doing Business with Lancer

### Ordering Information

Please check the part numbers carefully when ordering. When ordering products or parts for equipment, designate product information and color where it is necessary to match equipment you are repairing. If you have questions please contact us:

**Toll Free: 888-674-5719**  
Local: 847-524-1707  
Fax: 847-524-1710  
E-mail: [orders@lancercorp.com](mailto:orders@lancercorp.com)  
Web: [lancermidwest.com](http://lancermidwest.com)

### Terms

Terms of net thirty days from the date of invoice will be offered to those customers of known and acceptable financial standing. A service charge of 1.5% per month, which is an effective annual percentage rate of 18%, will be charged for invoices not paid within thirty days, but in no event will the monthly service charge exceed 1/12 of the annual percentage rate allowable under applicable state laws.

Lancer will partial ship orders unless instructed otherwise. Title and risk of loss to products or parts pass to the purchaser upon delivery to the carrier. Prices and terms, designs, material specifications, weights and dimensions are subject to change without notice.

## Doing Business with Lancer

### Shipping Information

Lancer shall select point of origin for shipments to give the most efficient service. Freight charges are from point of distribution or manufacture. Unless otherwise instructed, all products or parts will be shipped as follows:

0–200 lbs. Federal Express or United Parcel Service Ground  
Over 200 lbs. truck

### Lead Times and Order Cancellation

Extended lead times will be required for non-stocked products or parts. A cancellation charge of 50% of the purchase price will be assessed for the products or parts ordered in a non-stocked configuration when cancelled prior to shipment. If the non-stocked configuration has been shipped prior to receipt of cancellation notice, the goods cannot be returned for credit.

### Prices

All prices are in U.S. Dollars, F.O.B. shipping point, and are subject to change without notice. Taxes, insurance, transportation or special services imposed by any present or future foreign, federal, state or local laws, if paid by Lancer, will be charged to and are the responsibility of the purchaser. All orders under \$50.00 are subject to a \$10.00 handling fee.

### General Warranty Policy

Lancer warrants all products and parts free from defects in material and workmanship under normal use and service per original manufacturer's warranty.

### Return of Goods

Lancer will not accept any returns without prior approval or consent, which will be given or withheld at Lancer's sole discretion. A RMA (Returned Materials Authorization) number and bar coded label can be obtained by calling Customer Service, and must accompany all returned goods. Products must be in new, unused condition and in its original carton with all the original packing to be accepted. Subject to RMA approval, a credit will be issued amounting to the original selling price or current selling price (whichever is lower), less the applicable service fees:

0-30 Days 10% service fee  
31-60 Days 25% service fee  
61-90 Days 50% service fee

### Return of Goods Continued

\*\*\*No returns will be accepted beyond 90 days. You can expect the credit to be applied to your account within 5 business days. Products or parts returned to Lancer for credit or reimbursement, having a value of less than \$25.00 will not receive credit. Used or discontinued products or parts will not be accepted for credit under any circumstances, unless prior approval has been given. All returned products or parts must be sent freight prepaid and be properly marked with the provided barcode label and RMA number. Any deviation from this procedure will result in delayed credit processing

Unless directed otherwise, all RMA'S should be returned to:

Lancer Midwest DC  
RETURNS DEPARTMENT  
RMA # \_\_\_\_\_  
100 N Gary Ave, Suite C  
Roselle, IL 60172

### Shortages & Damages

Lancer makes every effort to ensure that you receive an accurate and complete parts order and that it is received free from damage. Products or parts MUST be inspected for concealed damage within 10 days of receipt. In the event of discrepancy or concealed damage, please contact Customer Service promptly and report the issue. Please take digital photos of the damage. In the event of a shortage, notify the carrier as well as Lancer's Customer Service immediately.

### Freight Damage Claims

In the event of freight damage, all obvious package damages must be signed for as damaged with the carrier at the time of receipt and must be noted on the Bill of Lading. Save the damaged shipment container, in the condition that you received it, for damage claims inspection. Notify the freight carrier. Lancer is not responsible for damage occurring in transit, but will gladly render assistance necessary to pursue your claim.



lancermidwest.com  
call: 888-674-5719  
email: orders@lancercorp.com

100 Gary Avenue, Suite C  
Roselle, IL 60172  
Local: 847-524-1707  
Fax: 847-524-1710

## Doing Business with Lancer

### Warranty Claims

Warranty/defective claims are limited to the warranty conditions of the manufacturer. Contact Lancer's Customer Service to coordinate the claim and provide a detailed description of the problem, serial number and invoice number. In some instances, a claim form may be required. Customer Service will contact the manufacture to validate the claim. Once approved, a RMA will be issued for the warranty/defective part(s). Any freight costs related to a warranty/defective claim item, any replacement items and any parts returned for warranty processing are the purchaser's responsibility. Retain the shipping tracking number of the return. The manufacturer will credit, repair, or replace the part. All parts must be returned within 15 days from the issue of the RMA.

### Contact Information

Lancer Midwest Distribution Center  
100 Gary Avenue, Suite C  
Roselle, IL 60172

Local: 847-524-1707

**Toll Free: 888-674-5719**

Fax: 847-524-1710

E-mail: [orders@lancercorp.com](mailto:orders@lancercorp.com)

Website: [lancercorp.com](http://lancercorp.com)

### Corporate Office

Lancer Corporation  
6655 Lancer Blvd.  
San Antonio, TX 78219  
210-310-7000

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