



DOVER FOOD RETAIL FIELD SERVICE AND WARRANTY POLICIES AND PROCEDURES

“How To” Guide for New and Existing Suppliers

DOVER FOOD RETAIL FOOD SERVICE & WARRANTY PROCEDURES TABLE OF CONTENT

DFR SERVICE AND WARRANTY PROCEDURES	<u>2</u>
DOVER FOOD RETAIL SUPPLIER CODE OF CONDUCT.....	<u>2</u>
NEW SUPPLIERS/CONTRACTORS	<u>2</u>
EXISTING SUPPLIERS/CONTRACTORS.....	<u>3</u>
REQUIREMENTS FOR NEW AND EXISTING SUPPLIERS/CONTRACTORS.....	<u>3</u>
ADDITIONAL INFORMATION FOR NEW AND EXISTING SUPPLIERS/CONTRACTORS	<u>3</u>
WORK AUTHORIZATION AND INVOICING PROCEDURES.....	<u>4</u>
HOW TO OBTAIN A WORK AUTHORIZATION.....	<u>4</u>
HOW TO SUBMIT AN INVOICE FOR PAYMENT.....	<u>4</u>
AT A GLANCE (EMAIL ADDRESS AND PHONE NUMBER FOR ADDITIONAL QUESTIONS)	<u>5</u>
LIMITED WARRANTY	<u>6</u>
GENERAL WARRANTY	<u>6</u>
MODIFICATIONS TO GENERAL WARRANTY	<u>6</u>
REMEDY LIMITATIONS/DAMAGES EXCLUSIONS.....	<u>6</u>
EXCLUSIVE WARRANTY	<u>6</u>
LIMITED WARRANTY SMALL FORMAT CASE MODEL	<u>7</u>
GENERAL WARRANTY	<u>7</u>
MODIFICATIONS TO GENERAL WARRANTY	<u>7</u>
REMEDY LIMITATIONS/DAMAGES EXCLUSIONS.....	<u>7</u>
EXCLUSIVE WARRANTY	<u>7</u>
NEW CONTRACTOR QUESTIONNAIRE.....	<u>8</u>
EXAMPLE OF CERTIFICATE OF INSURANCE (COI).....	<u>9</u>
W9 WITH INSTRUCTIONS.....	<u>10-16</u>

DOVER FOOD RETAIL FIELD SERVICE & WARRANTY PROCEDURES

Customers, Contractor Partners, Representatives and Dealer Groups

For all Service and Warranty questions please call (833)280-5714

Dover Food Retail (DFR) is the joining of the industry leading brands from Anthony and Hillphoenix. Our Field Support and Warranty teams have united to provide excellent care and support. The following guide provides policies and procedures for requesting service and Work Authorizations:

DOVER FOOD RETAIL SUPPLIER CODE OF CONDUCT

Dover Corporation, its segments, platforms, operating companies and subsidiaries worldwide (collectively, "Dover") understand that our success depends on our reputation for ethical business performance and performing our jobs honestly, diligently and with integrity, in compliance with all applicable laws and regulations. Consistent with our commitment to conduct business fairly and honestly, we seek out business partners who share in our culture, values and business practices. This Supplier Code of Conduct (this "Supplier Code") is an extension of the Dover Corporation Code of Business Conduct and Ethics (the "Dover Code," and establishes the standards for conducting business with Dover.

For the purposes of this Supplier Code, "Supplier" means any company, corporation or other entity or person that sells, or seeks to sell, goods or services to Dover, including the Supplier's employees, agents, subcontractors and other sub-tier sources. Supplier is responsible for communicating the contents of this Supplier Code of Conduct to its officers, directors, employees, agents, subcontractors and sub-tier sources who are involved in the procurement and production process related to products and services provided to Dover. The full Supplier Code of Conduct can be found at:

<https://www.dovercorporation.com/docs/libraries/governance/supplier-code-of-conduct/dover-supplier-code-of-conduct-en.pdf>

NEW SUPPLIERS/CONTRACTORS:

The following forms within this packet are to be completed and submitted in their entirety before becoming a new supplier for Dover Food Retail:

- ✓ W9 (W8 if in Canada)
- ✓ ACH Banking Form for payments (this is located directly after the questionnaire)
- ✓ The most recent copy of your company's Certificate of Insurance

This packet also includes a questionnaire inviting service contractors to share their product knowledge of Hillphoenix and Anthony's Doors and Frames Products. Please respond honestly about product knowledge, rates and service areas.

New and Existing Suppliers submit all required documents to serviceinvoice@doverfoodretail.com.

EXISTING SUPPLIERS/CONTRACTORS

Please submit to the email above the following changes on the company's letterhead:

- ✓ Company Name change
- ✓ Address change
- ✓ Banking information
- ✓ Insurance coverage

Also include a new W9 (W8 if in Canada), ACH Banking Form, and new Certificate of Insurance.

PLEASE NOTE: A failure to submit as request can result in delays and or rejection of payments

REQUIREMENTS FOR BOTH NEW AND EXISTING SUPPLIERS/CONTRACTORS

The following information is required for all Work Authorizations prior to the work being performed.

- ✓ Store location name, address and telephone number
- ✓ Product ID (Serial number, work order number)
- ✓ Clear explanation of the issue or failure experienced.

Service Contractors performing the service must provide an "Estimated Amount to Repair" price with each request. All Work Authorizations will be emailed to the contractor with clear instructions of work to be performed including a 'Not to Exceed' billable amount.

PLEASE NOTE: DFR has a standard 45 days payment term. Canadian invoices will be paid in U.S. dollars. Any invoice received in C.A.D. will be converted and paid to U.S.D. Submit all invoices to serviceinvoice@doverfoodretail.com

ADDITIONAL INFORMATION FOR NEW AND EXISTING SUPPLIERS

Dover Food Retail does not cover costs associated with:

- ✓ First on-site troubleshooting visits unless pre-approved
- ✓ Parts used when not provided by DFR. We will provide all replacement parts when necessary
 - If the required warranty part is not in stock or the part is crucial to the proper function of the unit, a Warranty Specialist or Field Support Engineer (FSE) may issue authorization for the part to be acquired locally by the service provider/contractor
- ✓ Unauthorized service not issued a work authorization prior to service taking place
- ✓ Overtime, unless prior approval is provided in writing
- ✓ Routine maintenance
- ✓ Setting and glass adjustments
- ✓ Installation issues
- ✓ Store ambient conditions, outside the equipment's specifications
- ✓ Location or placement of equipment in adverse locations
- ✓ Exceeding the load limit
- ✓ Operated with incorrect voltage

For questions regarding installation, or other technical support call (833)280-5714

For document or invoices, please submit them to serviceinvoice@doverfoodretail.com

WORK AUTHORIZATIONS AND INVOICE PROCEDURES

Submitting Invoices

Dover Food Retail (DFR) encompasses goods from the Hillphoenix and Anthony Suite of Products which are: Case, Specialty Case, Rack Systems, Specialty Glass, and Doors & Frames. Key information is outlined within this document to assist service contractors in obtaining work authorizations and properly submitting their invoices.

HOW TO OBTAIN A WORK AUTHORIZATION

The following are the steps that must be followed when submitting a NON-Emergency Work Authorization

- ✓ Contact your local Field Support Engineer. The Field Support Map can be found at <https://www.hillphoenix.com/resources/warrantyauthorization-procedure>. All warranty repairs must be approved in advance before services are started.
- ✓ The contractor must detail the scope of work including parts cost(Model/Serial Number when applicable) and labor cost so a Work Authorization can be completed and approved.
- ✓ A DFR Work Authorization will be emailed to the service contractor.

NOTE: The contractor must obtain the Work Authorization first before any work can be performed. An Approved Work Authorization will only be dispatched by Warranty and Field Support Group.

Once a Work Authorization has been issued, the contractor has up to **120 days** from the time issued to submit the invoice for payment. **After 120 days**, the Work Authorization will automatically be cancelled without exception and any invoices submitted after that will be denied for payment and returned to you. For all emergency, after hours, weekend, or holiday repairs a Work Authorization must:

- ✓ Request a Work Authorization the next business day from the Field Support Engineer
- ✓ The work must be performed in accordance with DFR Warranty Policy.

HOW TO SUBMIT AN INVOICE FOR PAYMENT

The following steps are how to submit an invoice. Failure to follow the procedures will result in delay and or denial of payment. When submitting an invoice for payment the contractor must:

- ✓ Have within the invoice a reference of the Work Authorization under the PO# Field
- ✓ The total amount of the invoice should not exceed the Approved Work Authorization. Any changes to the original Work Authorization must be approved in advance by the Field Support Engineer. DFR will not accept responsibility for costs exceeding the authorized amount.
- ✓ The complete model and serial number of all equipment worked on must be noted within the invoice. Excluding this will delay the payment process and could result in denial of payment.
- ✓ Attach a copy of the Work Authorization to the invoice. Invoice received without a Work Authorization will be denied payment.
- ✓ Attach a copy of the wholesaler's invoice if parts are purchased and are a part of the invoice amount. Invoice received without this will result in delays and or denial of payment.
- ✓ When requested, failed or defective parts must be returned to DFR. A Return Materials Authorization (RMA), if issued, will include instructions and return address information.

Submit all that's requested above along with the invoice to serviceinvoice@doverfoodretail.com



If you receive communication requesting additional information pertaining to the work performed, such as correct model, serial number or work order number, you will have 30 days in which to respond. If DFR does not receive the information within 30 days, the invoice will be denied and returned to you.

DFR warranty is subject to the conditions contained in each Manufacturer's Warranty Policy which can be found in the back of the Installation Manual that accompanied the equipment when it was originally delivered. A copy of the Warranty Policy is available with this document.

AT A GLANCE

For invoice submission: serviceinvoice@doverfoodretail.com

For Field Support Map with Field Support Engineer contact information and or to request Work Authorizations <https://www.hillphoenix.com/resources/warrantyauthorization-procedure>

For all Service and Warranty questions please call (833)280-5714

Hill PHOENIX, Inc.
Hereinafter Referred
To As Manufacturer

LIMITED WARRANTY

GENERAL WARRANTY

Manufacturer's products are warranted to be free from defects in materials and workmanship under normal use and maintenance for fourteen months from date of shipment from manufacturer (the "Base Warranty Period"). In the event of a qualifying warranty claim, a new or rebuilt part to replace any defective part will be provided without charge. The replacement part is covered under this warranty for the remainder of the applicable Base Warranty Period. In order to be eligible for warranty coverage, customer must: (i) notify Manufacturer promptly upon discovery of a warrant defect, and (ii) comply with the warranty claim procedures provided by Manufacturer from time to time.

This equipment warranty does not include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.

The warranty shall not apply:

1. To any unit or any part thereof which has been subject to accident, alteration, negligence, misuse or abuse, or which has not been operated in accordance with the manufacturer's recommendations, or in conditions outside of Manufacturer's specifications, or if the serial number of the unit has been altered, defaced, or removed.
2. When the unit, or any part thereof, is damaged by fire, flood, or other act of God.
3. To products that are impaired or damaged due to improper installation.
4. When installation and startup forms are not properly completed or returned within two weeks after startup.
5. If the defective part is not returned to the Manufacturer.
6. To service, maintenance or wear and tear parts (such as lights, starters and ballasts)

MODIFICATIONS TO GENERAL WARRANTY

The following sets forth certain modifications to the General Warranty for specific products of

Manufacturer: DISPLAY CASE AND SPECIALTY PRODUCTS CLEARVOYANT® LED LIGHTING

The warranty period for Clearvoyant LED lighting components within the Clearvoyant lighting system is five years from date of shipment.

REMEDY LIMITATION/DAMAGES EXCLUSION

THE REMEDY OF REPAIR OR PROVISION OF A REPLACEMENT PART WITHOUT CHARGE SHALL BE THE EXCLUSIVE REMEDY FOR ANY WARRANTY CLAIM HEREUNDER. WITHOUT LIMITING THE FOREGOING, MANUFACTURER SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFIT, LABOR COST, LOSS OF REFRIGERANT OR FOOD PRODUCTS.

EXCLUSIVE WARRANTY

THE FOREGOING WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCTS. ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED. NO IMPLIED WARRANTY SHALL BE DEEMED CREATED BY COURSE OF DEALING OR USAGE OF TRADE. NO OTHER PERSON IS AUTHORIZED TO EXPAND OR CREATE ANY OBLIGATION GREATER THAN OR MORE EXPANSIVE THAN THE WARRANTY PROVIDED HEREIN.

Email warranty claims to: serviceinvoice@doverfoodretail.com

For service and warranty questions please call: (833)280-5714



Hill PHOENIX, Inc.
Hereinafter Referred
To As Manufacturer

LIMITED WARRANTY SMALL FORMAT CASE MODEL LISTED BELOW

MODELS COVERED: CF-2S-SFC, CF-4S-SFC, CF-FS-4S-SFC, CF-S-4S-SFC, HVI-3-304R-EC-SFC, HVI-3-304S-EC-SFC, HVI-3-305R-EC-SFC, HVI-3-305S-EC-SFC, HVI-3-305S-SFC, HVI-3-406R-EC-SFC, HVI-3-406R-SFC, HVI-3-406S EC-SFC, HVI-3-406S-SFC, PT-4R-34-SFC, PT-6R-34-SFC, PT-8R-34-SFC, PT-10R-34-SFC, PT-12R-34-SFC, PT -4R-39.5-SFC, PT-6R-39.5-SFC, PT-SR-39.5-SFC, PT-10R-39.5-SFC, PT-12R-39.5-SFC.

GENERAL WARRANTY

Manufacturer's products are warranted to be free from defects in materials and workmanship under normal use and maintenance for fourteen months from date of shipment from manufacturer (the "Base Warranty Period"). In the event of a qualifying warranty claim, a new or rebuilt part to replace any defective part will be provided without charge. The replacement part is covered under this warranty for the remainder of the applicable Base Warranty Period. In order to be eligible for warranty coverage, customer must (i) notify Manufacturer promptly upon discovery of a warrant defect, and (ii) comply with the warranty claim procedures provided by Manufacturer from time to time.

This equipment warranty for tine case models listed includes one year labor and/or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.

The warranty shall not apply:

1. To any unit or any part thereof which has been subject to accident, alteration, negligence, misuse or abuse, or which has not been operated in accordance with the manufacturer's recommendations, or in conditions outside of Manufacturer's specifications, or if the serial number of the unit has been altered, defaced, or removed.
2. When the unit, or any part thereof, is damaged by fire, flood, or other act of God.
3. To products that are impaired or damaged due to improper installation.
4. When installation and startup forms are not properly completed or returned within two weeks after startup.
5. If the defective part is not returned to the Manufacturer.
6. To service, maintenance or wear and tear parts (such as lights, starters, and ballasts)

MODIFICATIONS TO GENERAL WARRANTY

The following sets forth certain modifications to the General Warranty for specific products of Manufacturer:

FOOD DISPLAY PRODUCTS CLEARVOYANT® LED LIGHTING

The warranty period for Clearvoyant® LED lighting components within the Clearvoyant lighting system is five years from date of shipment.

REMEDY LIMITATION/DAMAGES EXCLUSION

THE REMEDY OF REPAIR OR PROVISION OF A REPLACEMENT PART WITHOUT CHARGE SHALL BE THE EXCLUSIVE REMEDY FOR ANY WARRANTY CLAIM HEREUNDER. WITHOUT LIMITING THE FOREGOING. MANUFACTURER SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFIT, LABOR COST, LOSS OF REFRIGERANT OR FOOD PRODUCTS.

EXCLUSIVE WARRANTY

THE FOREGOING WARRANTY IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCTS. ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED. NO IMPLIED WARRANTY SHALL BE DEEMED CREATED BY COURSE OF DEALING OR USAGE OF TRADE. NO OTHER PERSON IS AUTHORIZED TO EXPAND OR CREATE ANY OBLIGATION GREATER THAN OR MORE EXPANSIVE THAN THE WARRANTY PROVIDED HEREIN.

Submit warranty claims to: serviceinvoice@doverfoodretail.com

For service and warranty questions please call: (833)280-5714

NEW CONTRACT QUESTIONNAIRE

COMPANY NAME: _____ DATE: _____

SERVICE DISPATCH CONTACT NAME & EMAIL: _____

PHYSICAL ADDRESS: _____

SHIPPING ADDRESS: _____

PHONE: _____ FAX: _____

AR CONTACT & EMAIL: _____

REMIT TO ADDRESS: _____

REMIT TO EMAIL: _____

PRODUCT KNOWLEDGE

Years Working on Anthony Products _____

Years Working on Hillphoenix Products _____

Doors: Cooler _____ Freezer _____

Setting Cases: _____

Frames: Cooler _____ Freezer _____

Wiring: _____

Gaskets: _____

Plumbing: _____

Heaters: _____

Startup: _____

LED's/Drivers: _____

Case to Case Sealing: _____

T8's/Ballast: _____

Glycol: _____

CO2: _____

RATES & CHARGES

Hourly Labor: _____

Trip Charges: _____

OT Hours/Days: _____

Fuel/Mileage: _____

Upcharges: _____

Trip Radius/Limits: _____

Turnaround: _____

Number of Techs: _____

Please provide all dispatch locations and service areas covered. Only submit multiple forms if billing is separate for each location.

Please email this form back to serviceinvoice@doverfoodretail.com so that we may review. Thank you and we look forward to doing business with you.