

# US Change/Cancellation Guideline

## General Guideline

Change and cancellation charges are assessed on different types of orders based on multiple factors. Due to the variety of non-standard products Greenheck manufactures, additional change and/or cancellation charges may be assessed for labor incurred, raw material or purchased components acquired or any other out-of-pocket expenses incurred by the factory on any type of leadtime order.

## QD & Stock Parts orders

Approval for changes or cancellations is assessed on an individual basis as the shipping process occurs immediately. Contact your Greenheck representative at the factory.

## All Quick Build orders & Manufactured-to-build Parts Orders

Changes or cancellations to these types of orders containing items with special coatings or Special Design Request (SDR's), must be approved on an individual basis. A \$50 minimum net charge, will be assessed on all orders unless the total net amount of the order is less than \$200, then a \$25 net Administration Fee will apply. Contact your Regional Salesperson for applicable charges. *\*If prior ship curbs are being cancelled off a standard order, the same rule applies.*

**Changes to QB orders (QD excluded)** entered via CAPS will not be assessed the \$50.00 net fee **if** the change or cancellation is made within the same working day by 1:00 pm (CST) **and** the manufacturing process has not begun. For 1-, 3-, and 5-day QB orders, the manufacturing process may begin prior to 1:00pm (CST).

**NOTE:** Changes or Cancellations with accompanying charges will not be completed in the system until the charges have been approved by the Salesperson in the Rep firm. Change/cancellation fees are subject to be adjusted if we do not receive a response back within the allotted time provided in the email to you from the Sales Support team.

Some changes may be processed yourself at no charge by using My Account > Order Management depending on where the order is within the schedule:

- Ship to Change
- Motor starter ship to change
- Reconsignment address change
- Cancellation of the entire order

If you are unable to make the change/cancel the order, you will receive a pop-up message letting you know you are unable to process the request and to contact your sales region – below is an example of this:

You are unable to cancel the order at this time  
Another delivery group is being processed currently. Please contact the regional sales office: [Western.sales@greenheck.com](mailto:Western.sales@greenheck.com)