

Order Change and Cancellation Policy



Dedicated Outdoor Air Systems, Tempered Air Products, and Rooftop Units

This policy is applicable to all Dedicated Outdoor Systems (DOAS), Tempered Air Products (TAP), and Rooftop Units (RTU) models, curbs, and accessories including: RV, RVE, RVC, DG, DGX, IGX, MSX, TSU, VSU, Minivent, Minicore, ECV, ERV, ERVe, ERVi, IVE and RT.

All fees listed are a minimum fee and additional fees may apply due to order specific purchased components, engineering time associated with special design requests, painted units, or other costs determined by Greenheck.

Change Policy

Any change requested more than 24 hours from the release of a DOAS, TAP or RTU product is subject to the minimum net fees shown in Table 1, in addition to the list price change in CAPS, if applicable. The 24 hour grace period does not apply to quick build orders.

Changes will require either a **manual change** or a **cancel and reorder** as determined by the DOAS/TAP/RTU order processing team. Please do not submit a reorder without direction from the DOAS/TAP/RTU order processing team, as doing so could result in new ship dates and/or additional fees.

The unit will be subject to current pricing on the date of the requested change. If a change is requested less than 24 hours from the time of order all fees will be waived. Any changes may result in the ship date changing.

Order Cancellation Policy

Any order cancellation requested more the 24 hours from release of a DOAS, TAP or RTU product is subject to the minimum net fees shown in Table 2. All quick build orders that are cancelled are subject to the minimum fees in Table 2 immediately, there is no grace period from time of release.

Change Policy Minimum Fees Below fees apply 24 hours after order receipt		
Weeks from estimated ship date	Minimum net fee per unit "Cancel and Reorder"	Minimum net fee per unit Manual Change
> 4 weeks	\$250	\$750
3-4 weeks	\$500	\$1500
< 3 weeks or QB	No changes allowed	No changes allowed

Table 1: Change Policy Minimum Fees

Cancellation Policy Minimum Fees Below fees apply 24 hours after order receipt	
Weeks from estimated ship date	Minimum net fee
> 6 weeks	5% of unit net price
4-6 weeks	25% of unit net price
2-4 weeks	50% of unit net price
< 2 weeks	100% of unit net price

Table 2: Cancellation Policy Minimum Fees