

ARP Agreement and Form

Our customer service mission is to consistently exceed expectations and keep our customer's facilities operational. To accomplish this, we offer the Advance Replacement Program (ARP). For a flat fee CookTek will send a permanent replacement unit in advance and include a pre-paid return label to return the defective unit. If the unit is in warranty, we offer this service at no charge as long as the defective unit is returned within 10 days and is determined to have failed under the terms and conditions of the limited warranty. To initiate a replacement, complete the form on page two and email it to arp@turbochef.com.

FAILURE TO FOLLOW THE INSTRUCTIONS BELOW COULD RESULT IN CHARGES TO YOUR ACCOUNT.

By executing this agreement it is understood and agreed you are responsible for the following non-repairable/lost charge if the defective unit is not returned as directed. You are responsible for the non-repairable/lost charge even if your unit is under warranty.

A non-repairable/lost charge will be invoiced if the:

- Defective unit is not shipped within 7 days of receipt of the replacement unit. If the unit is returned within 30 days of receipt of the replacement unit, the charge will be credited on the next billing cycle.
- Defective unit is the result of customer misuse/abuse (NOTE: This determination is at CookTek's discretion).
- Glass is broken (customer may repair the glass and then submit it).
- Broken unit cannot be rebuilt due to excessive use or abuse.
- Original packaging is not used and the unit sustains shipping damage.
- Defective unit is older than stated.
- Defective unit is lost in shipment.

PLEASE KEEP RECORD(S) OF ALL SHIPPING INFORMATION!

MODEL	ARP CHARGE (out-of-warranty units)	NON-REPAIRABLE/ LOST CHARGE
Single Burner Cooktops (Hobs) with Standard Controls Pizza Delivery System Charger ThermaCube Charger Silenzio	\$700.00	\$975.00
Single Burner Cooktops (Hobs) with Apogee or StepXStep Controls Single-phase Woks Incogneeto SinAqua	\$750.00	\$1,200.00
Double Burner Cooktops (Hobs) with Standard Controls Three-phase Woks	\$850.00	\$1,700.00
Double Burner Cooktops (Hobs) with Apogee or StepXStep Controls	\$950.00	\$1,950.00
Expedited Exchange Fee for Next Day Air Shipments	\$75.00	

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To initiate a replacement, complete the form below and e-mail it to arp@turbochef.com. If you do not receive confirmation of receipt within one business day, contact us at 1-800-908-8726. **Please note all forms received after noon CST will be processed the next business day.**

Replacement units ship via UPS Ground within three business days of entry into our system. There is also an option to ship UPS Next Day Air for a \$75.00 fee. The UPS Next Day Air must be checked below for this option.

When the replacement arrives:

1. Reuse the box and packaging materials to return the defective unit. If the packaging is lost or damaged, contact CookTek for new packaging (charges may apply). The use of other packaging is not recommended and is at the sender's risk per the terms on page one.
2. Attach the pre-paid return label. If the label is lost or discarded, the sender is responsible for return shipping fees. CookTek must be notified prior to shipping that the original label will not be used.

If the returned unit is still within the original warranty period, the replacement unit will be covered under the original warranty period or 90 days, whichever is longer. If the returned unit is out of warranty, the ARP unit carries a 90-day limited parts warranty subject to the same coverage limitations as the original warranty.

REASON FOR RETURN

- Will Not Turn On Will Not Heat Controls Not Responding Broken Glass/Housing
- Will Not Detect Pan Will Not Detect Tag Display Shows Air Flow
- Error Code(s) Present – List Error Code Number(s) 1-16: _____

SHIPPING INFORMATION

Serial Number _____

Warranty Type In Warranty Out of Warranty – complete billing section below

Type of Service UPS Ground (No Charge) UPS Next Day Air (\$75) – complete billing section below

Company Name _____

Contact Name _____

Ship-to-Address _____

City _____ State _____ Zip _____

Email _____ Phone _____

BILLING INFORMATION (REQUIRED)

Billing information is required in the event CookTek determines a charge must be assessed per the conditions stated and fee structure on page one.

- Mastercard Visa American Express

Credit Card Number _____ Expiration Date _____

By signing this agreement you consent to the terms and conditions above.

Print Name _____ Title _____

Signature _____ Date _____