



PRICE AGREEMENT NO. 14574

AMENDMENT NO. _____

ALBUQUERQUE PUBLIC SCHOOLS – PROCUREMENT DIVISION
PO BOX 25704
ALBUQUERQUE, NM 87125
PHONE (505) 881-8415
FAX (505) 890-1161

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Heritage Food Service Group, Inc.
5130 Executive Blvd.
Fort Wayne, IN 46808

SHIP TO

APS Food & Nutrition Services
800 Louisiana Blvd NE
Albuquerque, NM 87108

ATTENTION
OF

Mark Whitt (505) 345-5661
Melissa Sanchez (505) 345-5661

DATE	VENDOR NO.
10/20/2016	

MGS

The Procurement Code, Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and criminal penalties for its violation. In addition, the New Mexico Criminal statutes impose felony penalties for illegal bribes, gratuities and kickbacks.

PLEASE SHOW PRICE AGREEMENT NUMBER ON ALL INVOICES, SHIPPING PAPERS, PACKAGES, CORRESPONDENCE, ETC. INVOICE IN DUPLICATE.

ITEMS, TERMS & CONDITIONS

PRICE AGREEMENT

Kitchen Parts & Supplies - Discount from List (Supplemental)

Contract Term: 10/20/2016 - 7/19/2020

Per terms and conditions of: Bid No. 17-013MS-KM

Board Approved: 10/19/2016

Pricing Attached

SERVICES AND/OR GOODS TO BE PROVIDED: The Contractor shall provide the good(s) and/or service(s), as defined in this agreement, on an "as ordered basis." This is not an order and no funds are obligated under this Pricing Agreement. Funds are obligated by approved purchase orders on an "as needed basis." Contractor shall receive separate individual Purchase Orders for each individual requests.

MINIMUM AMOUNT: Albuquerque Public Schools does not guarantee a minimum amount of purchases in conjunction with this pricing agreement.

QUOTES AND PAYMENT: The Contractor shall include the APS Pricing Agreement Number on each quote and reflect the price as awarded. If a quote is based on a percentage discount, the quote should document the list price, discount percent, and final price. The invoice submitted for payment shall match the quote and shall note the purchase order number.

Amendments: This Pricing Agreement shall not be altered, changed, or amended except by written agreement signed by both parties.

Reason for Amendment: New Price Agreement

Contact: Tari Kovets

Phone: (800) 458-5593

Email: contractservices@hfse.com

PROCUREMENT DIVISION AUTHORIZED SIGNATURE

Melissa Sanchez
Date

VENDOR AUTHORIZED SIGNATURE

Tari Kovets
Date 10/21/16

ALBUQUERQUE PUBLIC SCHOOLS (APS) GENERAL TERMS AND CONDITIONS

- 1. INSPECTION.** The materials, supplies or services furnished shall be exactly as specified in this order, free from defects in Seller's design, workmanship and materials, and, except as otherwise provided in this order, shall be subject to inspection and test by APS at all times and places. If, prior to final acceptance, any materials, supplies or services are found to be defective or not as specified, APS may reject them, require Seller to correct them without charge, or require delivery of such materials, supplies, or services at a reduction in price which is equitable under the circumstances. If Seller is unable or refuses to correct such defects within a time deemed reasonable by APS, APS may terminate the order in whole or in part. Seller shall bear all risks as to rejected materials, supplies and services and, in addition to any other costs for which Seller may become liable to APS under other provisions of this order, shall reimburse APS for all transportation costs, other related costs incurred, or payments to Seller in accordance with the terms of this order for unaccepted materials, supplies and services. Notwithstanding final acceptance and payment, Seller shall be liable for latent defects, fraud or such gross mistakes as amount to fraud. Any test programs and procedures required by the specifications are in addition to, and do not limit, APS's rights provided in this Paragraph.
- 2. WARRANTIES.** Seller warrants the materials, supplies or services furnished to be exactly as specified in this order, free from defects in Seller's design, labor, materials and manufacture, and to be in compliance with any drawings or specifications incorporated herein and with any samples furnished by Seller. All applicable UGC warranties, express or implied are incorporated herein.
- 3. ASSIGNMENT.** Neither the order nor any interest therein, nor claim thereunder shall be assigned or transferred by the Seller except as authorized in writing by APS. No assignment or transfer shall relieve the Seller from its obligations and liabilities.
- 4. CHANGES.** APS may make changes within the general scope of this order by giving notice to Seller and subsequently confirming such changes in writing. If such changes affect the cost of, or the time required for performance of this order, an appropriate equitable adjustment shall be made. No change by Seller shall be recognized without written approval of APS. Any claim of Seller for an adjustment under this Paragraph must be made in writing within thirty (30) days from the date of receipt by Seller of notification of such change unless APS waives this condition. Nothing in this Paragraph shall excuse Seller from proceeding with performance of the order as changed hereunder.
- 5. LABOR DISPUTES.** Seller shall give prompt notice to APS of any actual or potential labor dispute which delays or may delay timely performance of this order.
- 6. TERMINATION AND DELAYS.** APS may by written notice stating the extent and effective date, terminate this order for convenience in whole or in part, at any time. APS shall pay Seller as full compensation for performance until such termination: (1) the unit or pro rata order price for the delivered and accepted portion; and (2) a reasonable amount, not otherwise recoverable from other sources by Seller as approved by APS with respect to the undelivered or unaccepted portion of this order; provided compensation hereunder shall in no event exceed the total order price. Such amount will be limited to the Seller's actual cost and shall not include anticipated profits. APS may by written notice terminate this order for Seller's default, in whole or in part, at any time, if Seller refuses or fails to comply with the provisions of this order, or so fails to make progress as to endanger performance and does not cure such failure within a reasonable period of time, or fails to make deliveries of the items or services or to perform the services within the time specified or any written extension thereof. In such event, APS may purchase or otherwise secure items or services and, except as otherwise provided herein, Seller shall be liable to APS for any excess costs occasioned APS thereby, including incidental and consequential damages.

If, after notice of termination for default, APS determines that the Seller was not in default or that the failure to perform this order is due to causes beyond the control and without the fault or negligence of Seller (including, but not restricted to, acts of God or of the public enemy, acts of APS, acts of Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather, and delays of a subcontractor or supplier due to such causes and without the fault or negligence of the subcontractor or supplier), termination shall be deemed for the convenience of APS, unless it shall be determined that the items or services covered by this order were obtainable from other sources in sufficient time to meet the required delivery schedule.

If APS determines that Seller has been delayed in the work due to causes beyond the control and without the fault and negligence of the Seller, APS may extend the time for completion of the work called for by this order, when promptly applied for in writing by the Seller; and if such delay is due to failure of APS, not caused or contributed by Seller, to perform services or deliver property in accordance with the terms of the order, the time and price of the order shall be subject to change under the Changes Paragraph. Sole remedy of Seller in event of delay by failure of APS to perform shall, however, be limited to any money actually and necessarily expended in the work during the period of delay, solely by reason of delay. No allowance will be made for anticipated profits.

The rights and remedies of APS provided in this Paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this order. As used in this Paragraph, the word "Seller" includes Seller and its subsuppliers at any tier.
- 7. AFFIRMATIVE ACTION.** Seller shall not maintain or provide racially segregated facilities for employees at any establishment under his control. Seller agrees to adhere to the principle set forth in Executive Order 11246 and 11375, and to undertake specifically to maintain employment policies and practices that affirmatively promote equality of opportunity for minority group persons and women; to take affirmative steps to hire and promote women and minority group persons at all job levels and in all aspects of employment; to communicate this policy effectively to all persons concerned within Seller's company, with outside recruiting services and the minority community at large; to provide APS on request a breakdown of its labor force by ethnic group, sex, and job category; and to discuss with APS its policies and practices relating to its affirmative action program.
- 8. INDEMNIFICATION AND INSURANCE.** Seller assumes the entire responsibility and liability for losses, expenses, damages, demands and claims in connection with or arising out of any actual or alleged personal injury (including death) and/or damage or destruction to property sustained or alleged to have been sustained in connection with or arising out of the performances of the work by Seller, its agents, employees, subcontractors or consultants, except to the extent of liability arising out of the negligent performance of the work by or willful misconduct of APS. Seller shall indemnify and hold harmless APS, its officers, agents, and employees from any and all liability for such losses, expenses, damages, demands, and claims and shall defend any suit or action brought against any or all of them based on any actual or alleged personal injury or damage and shall pay any damage costs and expenses including attorneys' fees, in connection with or resulting from such suit or action.

Seller agrees that it and its subcontractors will maintain public liability and property damage insurance in reasonable amounts covering the above obligation and will maintain workers' compensation coverage covering all employees performing this order on premises occupied by or under the control of APS.
- 9. PATENT AND COPYRIGHT INDEMNITY.** Seller shall pay all royalty and license fees relating to deliverables and other items covered hereby. In the event any third party shall claim that the reproduction, manufacture, use or sale of goods or items covered hereby infringes any copyright, trademark, patent, or other intellectual property rights, Seller shall indemnify and hold APS harmless from any cost, expense, damage, or loss resulting therefrom.
- 10. DISCOUNTS.** APS will take advantage of prompt payment discounts whenever possible; however these will not be used as a means to determine the low responsive and responsible bidder. Any discount period will not begin until the materials, supplies or services have been received and accepted and a correct invoice submitted for payment, if testing is required, discount period will not begin until such tests are satisfactorily completed.
- 11. CONTINGENCY FEES.** Seller warrants that no person or selling agency has been employed or retained to solicit or secure this order upon an agreement or understanding for a commission, percentage, brokerage or contingent fee excepting bona-fide employees or bona-fide established commercial or selling agencies maintained or utilized by Seller for the purpose of securing business. For violation or breach of this warranty, APS shall have the right to annul this order without liability or, at its discretion, to deduct from this order, price or consideration or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.
- 12. PENALTIES.** The New Mexico Procurement Code (NMSA 1978) imposes civil and criminal penalties for its violation. In addition, New Mexico criminal statutes impose penalties for bribes, gratuities and kickbacks.
- 13. TITLE AND DELIVERY.** Title to the materials and supplies passed hereunder shall pass to APS at the F.O.B. point specified subject to the right of APS to reject upon inspection. For any exception to the delivery date specified, Seller shall give prior notification and obtain approval thereto from APS's Purchasing Department. Order is subject to termination for failure to make timely delivery.
- 14. TAX STATUS.** APS holds a Class 9 Nontaxable Transaction Certificate and is exempt from payment of tax on the purchase of tangible personal property. This certificate will be issued upon request. It is not valid for the purchase of services including construction, or materials that become part of a construction project or for the lease of property. Seller is responsible for payment of all applicable taxes, which will be added to invoice as a separate item at the current rate.
- 15. APPLICABLE LAWS.** If this order is a subcontract under a U.S. Government Prime Contract, applicable clauses of the Federal Acquisition Regulations are incorporated herein by reference. Any provision required to be included in a contract of this type by any applicable and valid Executive Order, federal, state or local law, ordinance, rule or regulation also shall be deemed to be incorporated herein. Any contract or litigation resulting from acceptance of this purchase order will be construed according to the laws of the State of New Mexico unless otherwise stated.

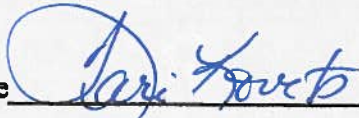
TECHNICAL SPECIFICATIONS CONTINUED

Lighting
 Conduit & Raceways
 Wires, Cords & Cables
 Valves
 Coil Cleaner, Ice Machine Cleaner/Sanitizers etc.
 Compressors
 Evaporators
 Copper Pipes
 Filters

Controls
 Indicators
 Probes
 Knobs
 Plumbing Supplies
 Condensers
 Refrigerant
 Copper Fittings
 Fan Accessories

Bid Form

The undersigned certifies that he or she has not either directly or indirectly entered into any action in restraint of free competitive bidding in connection with this solicitation and agrees to furnish the materials, supplies or services as required within the time specified under the conditions imposed and at the price indicated.

Signature of Authorized Representative  Contractor's License #: n/a
(If Applicable)

Type or print Name of above Tari Kovets

Name of Firm Heritage Food Service Group, Inc. Address 5130 Executive Blvd
 Telephone No. 800-458-5593 Fort Wayne, IN 46808
 Veterans n/a Preference Certification No. (if applicable)

Contact information for Sales Department		Contact information for POs/Invoicing/Etc.	
Name of Contact	<u>Tari Kovets</u>	Name of Contact	<u>Tari Kovets</u>
Telephone No.	<u>800-458-5593</u>	Telephone No.	<u>800-458-5593</u>
Email Address	<u>ContractServices@hfse.com</u>	Email Address	<u>ContractServices@hfse.com</u>

***** IF ANY OF THIS CONTACT INFORMATION CHANGES, IT IS THE RESPONSIBILITY OF THE CONTRACTOR TO IMMEDIATELY NOTIFY APS. *****

Please submit your company(s) information with responses below. All additional categories not listed must be added on a separate sheet of paper referencing the manufacturer and discount.

KITCHEN PARTS & SUPPLIES

Item

No. Description

1. **Pricing:** Vendor shall ensure that pricing proposed in this Bid and in the future is equal or better than any established contracts (GSA, US Communities, TCPN, CES, etc.) the vendor might hold.

If awarded any quotes and payments shall reflect the price as awarded. If a quote is based on a percentage discount, the quote should document the list price, discount percent, and final price per line item. The invoice submitted for payment shall match the quote and shall note the purchase order number.

Vendors shall submit discount pricing on manufacturers/parts that they represent in the following format:

Manufacturer /Parts	Percentage Discount	List that discount is applied to
	*** SEE ATTACHED ***	

2. **Excluded Discounts:** (Specify all manufacturer/items not to be discounted and /or are excluded from this contract:

See Attached

3. **Special Order Cost and Shipping:** (what is the price mark up when ordering special order items and shipping charges if applicable?)

N/A

4. **Special Order Discount:** (will your company offer discount(s) for these parts? If so, how much?)

N/A

5. **What is your Return Policy?** (Specify your return goods policy, restocking charges, exchanges, etc.)

See attached



Discounted Manufacturers' Line List

ACCOUNT # HFE10968

** Please keep in mind within certain manufacturers there are short discount items. We will let you know if that situation arises.

CORE MFG'S

ACCUTEMP	38%	COMBI	38%	GLASTENDER INC	38%	KEATING	38%	NOR-LAKE	38%	STAR EQUIPMENT	38%
ALTO-SHAAM	38%	CONTINENTAL	28%	GROEN	38%	KOLPAK	32%	NU VU	38%	STEPHAN	Call for Price
AM PERM WARE	38%	CORNELIUS	38%	HAYCO	38%	LANG MANUF.	38%	PANASONIC	38%	STERO	38%
AMANA	38%	CRES-COR	38%	HENNY-PENNY	32%	LEGION INDUSTRIES	38%	PERLICK	28%	T&S BRASS	38%
BAKERS PRIDE	38%	CUNO	38%	HOBART	Call for Price	LINCOLN	32%	PITCO	38%	TAYLOR	Call for Price
BERKEL	Call for Price	DELFIELD	32%	HOSHIZAKI ICE MACHINE	19%	MAAGNESOL	38%	PRINCE CASTLE	38%	TOASTMASTER	31% - 17%
BEVERAGE AIR	38%	DORMONT HOSES	38%	ICE-O-MATIC (PARTS)	32%	MANITOWOC	38%	RANDELL REFRIG	38%	TRAU SEN	38%
BEVELS	38%	DOYON	38%	IMPERIAL COMMERCIAL COOKING	38%	MARKET FORGE	38%	RATIONAL COOKING	25%	TRUE MANUFACTURING	38%
BK INDUSTRIES	38%	DUKE MFG	38%	INSINGER MACHINE CO	38%	MASTER-BILT	38%	REDCOAT	38%	TURBO CHEF	38%
BLANDEE PARTS	38%	ECLUND CO INC	38%	INSINK ERATOR	38%	MCCALL REFRIGERATION	32%	ROBO-COUPÉ	26%	US RANGE	32%
BLADETTE OVEN CO *	38%	ELECTRO FREEZE	38%	INTERMETRO	38%	MEIKO	38%	ROUNDUP/PANTUNES	38%	VICTORY REFRIGERATION	38%
BUNN-O-MATIC	38%	EVERPURE	38%	IRINOX	38%	MIDDLEBY MARSHALL	31% - 17%	SALVADOR - PARTS	38%	VULCAN HART CORP	19%
CARTER HOFFMAN	38%	FOLLETT	7%	JACKSON	38%	MOFFATT	38%	SCOTSMAN	38%	WELLS	38%
CHAMPION	38%	FRYMASTER	32%	JADE RANGE CO	38%	MONTAGUE	38%	SILVER KING	32%	WINSTON PRODUCTS	38%
CLEVELAND *	32%	GARLAND	32%	KASON *	38%	MOYER DIEBEL	38%	SOMAT	13%	WOLF RANGE	19%
						NIECO CORP	38%	SOUTHBEND	38%	WYOTT MANUFACTURING	38%

NEAR CORE MFG'S

3M	18%	CADCO	33%	ENCORE	33%	JET SPRAY	33%	METCRAFT	33%	STANLEY KNIGHT	33%
ADAMATIC	LIST	CADDY	6%	ESMACH	LIST	JET TECH	33%	IMN COOKING TECH	LIST	STOELTING	8%
ADAMATION	LIST	CAMBRO	33%	FAGOR	33%	JEWETT	33%	MOLTENI	33%	STRUCTURAL CONCEPTS	33%
ADVANCE TABCO	33%	CAPTIVE	33%	FBD	33%	KAIRAK	33%	MONO	LIST	SUPREME	33%
AEROWERKS	33%	CARAVELLE	33%	FEDERAL	33%	KEVINATOR	33%	MULTI-PLEX	20%	TECLUSEH	33%
ALA CART	33%	CARPIGIANI	6%	FELCO	33%	KOCH	LIST	MULTITERIA	Call for Price	THERMAL ENGINEERING	20%
ALADDIN	33%	CARRIER	33%	FISHER	33%	KOLD DRAFT	33%	MAX	33%	TRI-STAR	33%
AMERICAN FOOD SVC	33%	CATTABRIGA	33%	FLAME GARD	33%	KOOL STAR	33%	NEMCO	33%	TURBO AIR	33%
AM METAL WARE	33%	CECILWARE	33%	FOOD WARM EQUIP	33%	KRACK	33%	OVENTION	33%	TUJCI	LIST
AMERICAN RANGE	33%	CHEMICAL METHODS	33%	FOSTER	LIST	KRONEN	33%	PASQUINI	13%	ULTRA FRYER	13%
ANETS	33%	CHROMOLOX	33%	FRANKE	20%	KYSOR PANEL SYSTEMS	Call for Price	PAYALLER	33%	UNIMAC	9%
ANTHONY	33%	CIMBALI	13%	FRIGIDAIRE	5%	KYSOR WARREN	33%	PENTAIR	33%	UNIVERSAL NOLAN	33%
AO SMITH	20%	COLELITE	6%	GAYLORD	13%	LANGER	28%	PEP FILTERS	33%	UNIVEX	33%
AQUAPURE	33%	COLDER PRODUCTS	33%	GEMINI	LIST	LANG BAKERY	33%	PERFECT FRY	33%	USECO	33%
ATLAS METAL	33%	COLOR POINT	33%	GEN SLICING	33%	LAINOX	2%	POWERSOAK	33%	VARI-MIXER	33%
AVTEC	33%	COMPONENT HDV	33%	GILES	33%	LENNOX	33%	PROCON	33%	VIKING COMMERCIAL	33%
BAKERS AIDE	33%	COOKTEK	33%	GLOBE EQUIP CO	33%	LINCOLN FRESH-O-MATIC	33%	RAM CENTER INC.	26%	VIKING PRODUCTS	LIST
BALLY	33%	COPELAND	33%	GOLD METAL	6%	LINCOLN REDCO	33%	RANGLIO	33%	VIT-A-MIX	33%
BARBER	33%	CRATHCO	33%	GRINDMASTER	33%	LOCHINVAR	9%	REVENT	22%	VOGT	8%
BAKTER	LIST	CRIMSICO	20%	HALLDE	LIST	LOCKWOOD	33%	RONDO	LIST	VOLLBATH COOKING	33%
BELLECO	Call for Price	CTX	20%	HALTON BEACH	33%	LOLO COMMERCIAL FS	33%	SANTIAIRE	33%	WARNING	33%
BELSHAW	LIST	DHOOGE	33%	HEATCRAFT	33%	LOW TEMP INDUSTRIES	33%	SAVORY	26%	WASTE KING	33%
BERMIXER	33%	DINEX	33%	HICKORY	LIST	MAAGKITHN	33%	SECO PRODUCTS	33%	WATTS	28%
BERTRAND	13%	DISPENSE RITE	33%	HILL	33%	MANHART ICE	20%	SELECTO FILTER	33%	WILBER CURTIS	33%
BI-LINE	7%	DITTO DEAN	33%	HILL	33%	MANHART	33%	SERVEND	33%	WILDER	33%
BIRO	25%	DIRR	33%	HK DALLAS	33%	MARSHALL AIR SYSTEMS	20%	SHARP	33%	WITCO	20%
BIZERBA	25%	DOUGLAS	LIST	HOLMAN EQUIPMENT	33%	MASTER DISPOSER	Call for Price	SHURFLO	33%	WOOD STONE	Call for Price
BLICKMAN	25%	DUTCHESS	LIST	HUBBSCH	22%	MENUMASTER	33%	SOUTHERN PRIDE	13%	YIELD KING	Call for Price
BLOOMFIELD APPL.	25%	ELECTROLUX	33%	HUSSMANN	33%	MERCOCALCO	26%	SPEED QUEEN	13%		
BOHN	25%	ELOMA	33%	INTEK	33%	MERRYCHEF	28%	SPRING USA	33%		
BONGARD	LIST	EMERSON	33%	IPSO	33%	METAL WASH	33%	STANDARD KIEL	33%		

*Discount will vary. Please call for pricing on these items.

NON CORE MFG'S

PLEASE CALL FOR PRICE



Item Returns Policy

Heritage Parts is committed to providing 100% Genuine OEM repair and replacement parts for commercial and institutional kitchens.

Returns happen. Here at Heritage we try to make returns a simple and convenient process for you. For your convenience, we have provided our Return Policy guidelines below.

General

At any time, please feel free to contact one of our customer service team members at 800.458.5593. Please note that preauthorization from Heritage Parts is **required** to process all returns. No return will be accepted by Heritage Parts without prior approval. Custom or special order items may not be returned or cancelled. All returned items must be unused and in selling condition. The "Returns Date Range" begins on the date of delivery. Heritage retains final managerial discretion as to the qualification for each returned item.

Returns Classifications

1. **Heritage Error or Cancellation / Manufacturer-Vendor Error or Cancellation**

We're sorry about the error. Heritage Parts is responsible for providing the credit for your returned item. No restocking fee will apply. Heritage Parts does retain final discretion on whether we choose to have the item returned to our facilities.

2. **Customer Error or Cancellation**

A. STOCK ITEMS

<u>Returns Date Range</u>	<u>Restock Fee Rate</u>
0 – 30 Days	\$0
31 – 60 Days	15%
61 – 120 Days	25%
Greater 120 Days	Non-Refundable

B. NON STOCK ITEMS

<u>Returns Date Range</u>	<u>Restock Fee Rate</u>
0 – 90 Days	25%
Greater 90 Days	Non-Refundable

Pre-authorization from Heritage Parts Customer Service is **required** to return all items. The freight cost to return the item to Heritage Parts is the customer's responsibility. Heritage Parts is not responsible for returned items damaged in transit. In the event that an item is damaged, the customer is required to file a claim with the shipping carrier. The "Returns Date Range" begins on the date of delivery. Custom or special order items may not be returned or cancelled. Heritage retains final managerial discretion as to the qualification for the return of an item.

3. **Warranty Returns**

All warranty returns are subject to each manufacturers' return policy. Please feel free to contact one of our customer service team members at 800.458.5593 or PartsSpecialist@heritageparts.com.

Revised 7/2014



COMPANY FACT SHEET

100% Genuine OEM Replacement Parts
for Commercial and Institutional Kitchen Equipment

Company Overview

Founded in 1987, Heritage Parts is North America's leading provider of 100% Genuine OEM replacement parts for commercial and institutional kitchens. Headquartered in Ft Wayne, Indiana, Heritage is an innovator of the foodservice parts distributor category and has experienced rapid growth since its inception. The company's continued mission is to provide the highest quality care to its customers, and to promote its OEM partnerships by *Extending the OEM's brand and service reach beyond existing networks*". Heritage supports the widest range of OEMs and a diverse customer base. The company's 120 Customer Service Representatives are technical parts specialists who provide parts identification, technical support and shipment from eight distribution centers in the United States and Canada.

Key Facts

LARGEST, MOST KNOWLEDGEABLE CUSTOMER SERVICE TEAM IN THE FOODSERVICE INDUSTRY

- 120 technical parts specialists in U.S. and Canada
- One-to-one account representation
- Over 99% accuracy rating in identification and shipment of correct parts
- Largest consolidated library of OEM technical information including 50,000 equipment manuals and schematics

LEADING PROVIDER OF 100% GENUINE OEM REPLACEMENT PARTS IN U.S. & CANADA

- Provide the widest range of replacement parts covering the most popular to the most specialized parts
- Over 800 OEM partners provide access to more than 100,000 different parts
- Over 43,000 individual parts in-stock, comprising \$14M = 570,000 total parts in inventory

SAME DAY SHIPPING

- Efficient distribution centers ship in-stock parts on same day as order over 98% of the time
- Due to our large available inventory, more than 76% of all orders ship same day
- 8 distribution centers in U.S. and Canada ensure coverage of North America

24/7 ONLINE STORE

- Intuitive design, high-res image quality and cutting edge search engine makes search and purchase easy
- Integrated connection to customer service representative through online chat, email and text for quick support
- Real-time inventory availability and actual shipping and handling costs at time of purchase eliminate surprises
- Mobile and tablet friendly for customers on site

Customers

HERITAGE SERVES A DIVERSIFIED CUSTOMER BASE OF COMMERCIAL AND INSTITUTIONAL CUSTOMERS:

- | | | |
|---------------------------|----------------------|-----------------------------|
| • Service Agents | • Hotels and Resorts | • Schools & Universities |
| • Multi-Unit Restaurants | • Amusement Parks | • Hospitals and Healthcare |
| • Independent Restaurants | • Casinos | • Nursing Care Facilities |
| • Grocery & C-Stores | • Cruise Lines | • Correctional Institutions |

Contact Information

HEADQUARTERS:

Heritage Foodservice Group
5130 Executive Boulevard, Fort Wayne, IN 46808

PARTS DISTRIBUTION CENTERS:

United States— Ft. Wayne, Atlanta, New Orleans, Orlando and Miami
Canada— Toronto ON, Burnaby (Vancouver) BC and Edmonton AB

DIRECT PARTS SALES: 800-458-5593

FAX: 800-800-4981

ONLINE STORE: HeritageParts.com

<u>Description</u>	Overall Catalog Discounts	Excluded Discounts	Special Order Cost & Shipping	Special Order Discounts	Pick Up Order Address	Return Policy
<u>Company</u>						
Heritage Food Service	See Attached Price List	See Attached	N/A	N/A	N/A	See attached return policy terms