



IRINOX North America  
Commercial Policy  
Effective January 1, 2024  
For IRINOX Dealer Partners  
Only

9990 NW 14<sup>th</sup> Street, Suite 107, Miami, FL 33172

Office (786) 870-5064 • Fax (786) 391-2467

[www.irinoxprofessional.com/usa](http://www.irinoxprofessional.com/usa)



## **Company Contact Information**

### **Business Address & Primary FOB Ship Point:**

IRINOX North America, Inc.  
9990 NW 14th Street, Suite 107  
Doral, FL 33172

**Phone:** (786) 870-5064

**Toll-Free:** 1-844-IRINOX1

**Website:** [www.irinoxprofessional.com/usa](http://www.irinoxprofessional.com/usa)

- Technical Support: [service@irinoxnorthamerica.com](mailto:service@irinoxnorthamerica.com)
  - Parts Contact: [parts@irinoxnorthamerica.com](mailto:parts@irinoxnorthamerica.com)
  - Shipping Contact: [shipping@irinoxnorthamerica.com](mailto:shipping@irinoxnorthamerica.com)
  - Accounting Contact: [accounting@irinoxnorthamerica.com](mailto:accounting@irinoxnorthamerica.com)
    - Purchase Orders: [orders@irinoxnorthamerica.com](mailto:orders@irinoxnorthamerica.com)
- General Information: [customersupport@irinoxnorthamerica.com](mailto:customersupport@irinoxnorthamerica.com)

### **Non-Warranty Parts Support:**

IRINOX North America, Inc. is responsible for non-warranty replacement parts distribution. For non-warranty parts on your commercial blast chillers or shock freezers, please contact our service department at (786) 870-5064 ext. 3 or by email at [service@irinoxnorthamerica.com](mailto:service@irinoxnorthamerica.com)

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**Office Contacts:**

<b>Name</b>	<b>Title</b>	<b>E-Mail</b>	<b>Telephone</b>
Timothy Murray	Executive Vice President	<a href="mailto:tim@irinoxnorthamerica.com">tim@irinoxnorthamerica.com</a>	508.577.5684
Enrico De Vido	General Manager	<a href="mailto:edevido@irinoxnorthamerica.com">edevido@irinoxnorthamerica.com</a>	786.870.5064
Christopher De La Noval	Inside Sales Director	<a href="mailto:cdelanoval@irinoxnorthamerica.com">cdelanoval@irinoxnorthamerica.com</a>	305.922.9998
Tatiana Borrero	Sales & Customer Service Coordinator	<a href="mailto:tborrero@irinoxnorthamerica.com">tborrero@irinoxnorthamerica.com</a>	786.815.4706
Linda Zechel	Finance Manager	<a href="mailto:lzechel@irinoxnorthamerica.com">lzechel@irinoxnorthamerica.com</a>	786.870.5064
Jorge Rendon	National Service Manager	<a href="mailto:jrendon@irinoxnorthamerica.com">jrendon@irinoxnorthamerica.com</a>	786.570.6747
Alex Altamirano	Logistics Manager	<a href="mailto:aaltamirano@irinoxnorthamerica.com">aaltamirano@irinoxnorthamerica.com</a>	786.870.5064
Jesus Villarroel	Shipping Associate	<a href="mailto:jvillarroel@irinoxnorthamerica.com">jvillarroel@irinoxnorthamerica.com</a>	786.870.5064
Michael Marsh	Regional Sales Director - Midwest	<a href="mailto:mmarsh@irinoxnorthamerica.com">mmarsh@irinoxnorthamerica.com</a>	708.208.9421
Sebastian Heil	Regional Sales Manager - Westcoast	<a href="mailto:sheil@irinoxnorthamerica.com">sheil@irinoxnorthamerica.com</a>	239.989.9353
Fernando Cardona	Regional Sales Manager - Mountain	<a href="mailto:fcardona@irinoxnorthamerica.com">fcardona@irinoxnorthamerica.com</a>	786.459.1716
George Cruz	Area Sales Manager - NY/NJ	<a href="mailto:gcruz@irinoxnorthamerica.com">gcruz@irinoxnorthamerica.com</a>	786.815.2122
Peter O'Donnell	Area Sales Manager - TX/OK	<a href="mailto:podonnell@irinoxnorthamerica.com">podonnell@irinoxnorthamerica.com</a>	786.815.6981
Andrew Wilson	Area Sales Manager - FL/GA	<a href="mailto:awilson@irinoxnorthamerica.com">awilson@irinoxnorthamerica.com</a>	786.920.7047

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### **Standard Discount:**

The standard national discount for all dealers is set at 30% off our List Prices as published on AutoQuotes.

### **Additional Discount Incentives:**

Additional dealer discount protection is exclusively determined by IRINOX, based on the case scenario presented to IRINOX's Leadership, Directors, or Regional Sales Manager, and must be discussed before any formal quoting phase. Protection is not applicable for ALL BIDDERS quotations, and all dealers will be quoted 30% off list prices as published on AutoQuotes. A dealer activity sheet must also be provided for additional discount justification with every purchase order.

### **Standard Payment Terms:**

Net 30 Days Invoice Date (upon credit approval only) IRINOX North America reserves the right to require a deposit on any orders. For program dealers, late payments will result in rebate forfeiture for that order and/or reduction or elimination of rebate program(s). Payments must be received by IRINOX North America within the stated 30 days. ACH or wire transfer is encouraged to avoid any late payment or rebate deductions.

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### **Freight Program:**

IRINOX will prepay and add all freight charges on final invoices unless the customer provides their routing instructions.

*Disclaimer: IRINOX makes no representations about the compliance of its products with US, state, and local regulations, and the purchaser of its products is ultimately solely responsible to ascertain whether the intended use of IRINOX products is consistent with the laws within the final jurisdiction of destination.*

### **Additional Service Incentives:**

- If requested, IRINOX will provide one (1) free chef product training on all new MultiFresh® NEXT Reach-in and MultiFresh® MyA Roll-in models.
- Phone assistance for control menu navigation on all EasyFresh reach-in models and CP holding cabinets.
- Scheduled factory on-site installation startup for continental USA and Canada and is included free of charge on all roll-in models only, for up to 36 continuous hours. A minimum of two (2) weeks' notice is required for booking start-up. Availability is on a first come, first served basis. A minimum of installation requirements is necessary before on-site startup travel can be scheduled or booked.

### **Pre-installation Consultation and Site Survey:**

A pre-installation consultation and site survey (**not included in the cost of the unit**) are recommended to be scheduled with an IRINOX representative and the licensed refrigeration installation contractor to ensure thorough resource planning and a careful analysis of logistical requirements.

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### **Spec Credit Agreement:**

Upon securing a new specification for IRINOX with a design consultant, design-build dealer, or individual key account, the Spec Credit Agreement must be completed and promptly submitted to:

Christopher De La Noval ([cdelanoval@irinoxnorthamerica.com](mailto:cdelanoval@irinoxnorthamerica.com))

Tatiana Borrero ([tborrero@irinoxnorthamerica.com](mailto:tborrero@irinoxnorthamerica.com)).

**Note:** Representatives promoting or encouraging the use of IRINOX with specific end users in their territories, potentially resulting in an "out-of-state" consultant specification, are encouraged to submit this spec credit before a project goes out for bid.

Spec Credit Agreements do not live in perpetuity and will automatically expire **18 months** after the filing date if no Purchase Order has been received or in the absence of any activity. To maintain spec, the representative should provide continuous activity in their monthly sales funnel due on the 5<sup>th</sup> of each month. IRINOX North America reserves the right to request documentation regarding the activity of this account between Rep and end user, dealer, designer, or consultant.



### **IRINOX North America Loaner Unit Terms for Potential Chains:**

- IRINOX provides units for product testing purposes at chain account research and development (R&D) kitchens or training facilities under a 30-day loaner agreement.
- The freight costs for shipping these test units to and from Miami, Florida, will be invoiced and are required to be paid in advance.
- Upon completion of the test period, these loaner units can either be purchased at a pre-approved special rate or returned in their original commercial crating, fully secured and sealed, with prior authorization from IRINOX.
- Loaner units that are damaged due to misuse by the operator will not be eligible for return and will become the financial responsibility of the end user, who must then pay the full amount to IRINOX.
- IRINOX maintains the right to terminate this loaner program at any time at our discretion.

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## **Defective Return Policy - Effective January 01st, 2024:**

- **Restocking and Return Shipping Fees:**
  - Returns of **standard** configuration reach-in units are subject to a **25%** restocking fee, while **standard** configured roll-in units incur a **30%** fee, both based on the invoiced price. Any **non-standard** reach-in and or custom roll-in unit will have a **50%** restocking fee if cancelled and or returned after or prior to delivery. Additionally, return shipping fees must be paid in advance. If returned equipment is damaged or used, further deductions or charges may be applied to cover any loss or damage incurred during the end user's possession or the return shipment.
  
- **Free Return Shipping for Eligible Returns:**
  - For items eligible for replacement, IRINOX provides free return shipping labels for the return of the same item within the return policy period. Restocking fees and return shipping costs are waived for returns due to factory defects, receipt of the wrong item, discrepancies between the received item and its depiction on IRINOX's website or the AutoQuotes digital application, or other shipping errors by IRINOX, provided the return complies with our Return Policy and is within the return period.

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- **Restocking Fees for Unopened Returns:**

- For unopened items returned in their original condition within the return policy period, IRINOX applies restocking fees, and customers are responsible for any return shipping costs. In cases where a returned product is not defective, matches the description on the website, or there's a perceived misuse of IRINOX's client satisfaction guarantee, IRINOX reserves the right, at its sole discretion, to refuse a refund, return, or exchange.

**IRINOX North America Return Policy:**

All IRINOX equipment may be returned if requested and approved by IRINOX North America no more than 7 days from the date of receipt on the bill of lading for a refund or credit. Refund or credit may be reduced by shipping and handling fees and any applicable restocking fees.

**Refund Policy:**

- **Full Refunds:** Defective or wrong items through no fault of your own, and items that did not match what was shown on the Site.
- **Partial Refunds:** Unopened stock items returned in the original condition as shipped.

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- **No Refunds:** Non-defective items returned unopened and outside the return policy period, and items not in their original condition, damaged, missing accessories, or showing obvious misuse.

### **Advertising/Promotional Funds Policy - Effective January 01st, 2024:**

- Beyond participation in major industry exhibits, IRINOX NORTH AMERICA has limited provisions for providing additional advertising or promotional funding.
- Representatives can request funds for expenses such as print ads, store displays, regional trade shows, etc., subject to IRINOX NORTH AMERICA's discretion.
- Management will review, analyze, approve, and allocate all promotional funds.
- Representatives must submit a request for funds in advance before the end of each calendar year.
- The cost of participating in regional shows can be offset by shipping "free" equipment instead of a cash remittance, encouraged by IRINOX.
- All events and/or advertising requests must have prior written approval from senior management.
- All claims must have documentation showing proof of performance.
- All claims must be submitted within sixty (60) days following the conclusion of the promotion and/or ad.
- All claims will be paid by credit memo; no checks will be issued.

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