



***** THIS DOCUMENT CONTAINS VERY IMPORTANT INFORMATION *****

Dear Valued Customer,

Thank you for choosing to do business with NAKS, Inc., "*Your One Stop Hood Shop*". Please carefully review the following information. If you have any questions, feel free to contact us via email at sales@naksinc.com or by calling 1-800-854-3267. Again, we thank you for the opportunity to serve you, and we look forward to meeting all your ventilation needs.

REVIEW YOUR ORDER

Before submitting your order, please carefully review our quote to verify that ALL information is correct including Hood Package Details, Mounting Curb Information, Shipping Address, and Telephone Number. Once you are satisfied that all information is correct, sign the order and return it to us via DocuSign or email. You also may scan the document and fax it to 440-365-2100. We cannot begin processing your order until you have signed and returned it.

FIRE SUPPRESSION LAYOUT FORM REQUEST

If you ordered a hood with Pre-Piped Fire Suppression, you will receive a *Fire Suppression Layout Request Form*. This form asks for detailed information regarding the cooking equipment to be used under the hood, the gas line size and the Fire Tank location (right or left side). Please complete the Fire Suppression Layout Form and return it to us as soon as possible. Without this information, production of your hood will be **DELAYED**.

SHIPPING

Please carefully review the Truck Shipping & Receiving Agreement we have sent to you. This agreement explains your responsibilities when receiving your order. We cannot ship your order until you have signed and returned this agreement. NAKS, Inc. is not responsible for delivery delays or any consequential or indirect costs or damages caused by those delays.

RETURN POLICY

All sales from NAKS, Inc. are **FINAL** due to our custom manufacturing. No merchandise may be returned without a Return Merchandise Authorization (RMA). NAKS, Inc. reserves the right to refuse any unauthorized returns. Authorized returns will be charged a 35% restocking fee and all shipping costs will be paid by the customer and/or end user unless otherwise specified in writing by a management representative of NAKS, Inc. Items for warranty replacement or exchange will not be eligible for credit if the product is not returned within 30 days after the issuance of a Return Merchandise Authorization.

Please sign below to acknowledge that you understand and agree to your responsibilities as described above. Feel free to contact us with any questions. We value you as a customer and thank you for your business!

Signature

Date

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