

COMPANY POLICIES

Purchases

CONSUMABLE AND NONCONSUMABLE DELIVERABLE PURCHASES.

Regardless what you're considering purchasing from us, the process starts by working with a Shamrock Group Account Manager to determine your product needs. Once decided, we'll ask you to sign a **Product Requirements Agreement**, which establishes you as an account with us.

60-MONTH AGREEMENT. What you receive with this 60-month contractual agreement:

- Installation of all required equipment to support the product(s) you're purchasing.
- Established-route deliveries.
- Net 30 days on invoices.

OPENING ORDER. What products/quantities you start out with at the beginning of your Agreement term, with your opening order, can be changed at any time, should this be necessary.

- Contact your Account Manager if you want to make changes.
- You will receive your product on a scheduled delivery day, time and route.
- Products ordered for your scheduled delivery route will incur a delivery charge.
- All deliveries will be made solely to the address specified on the Agreement.
- For more information about deliveries, refer to the *Delivery Policies* on pages 71-73.
- You will always pay *current* pricing for product.
- Should there be a price change, it will occur no less than 10 days after you receive written notice from us of the change.

DELIVERIES AND RETURNS. Per terms of the Agreement:

- You have **5 days** to contact the Shamrock Group regarding a shortage claim.
- Once delivered, Shamrock Group is not responsible for any product damages caused by such causes as fire, flooding, etc., nor any injury or death you claim our products or equipment caused.
- Chemicals and beverages (BIBs, bottles, cartons) can be returned *undamaged within 30 days of purchase* with a 15% restocking fee. This also pertains to equipment, which if installed, you also pay for labor to uninstall and truck the equipment back to Shamrock Group. No ice products can ever be returned.

PAYMENT AND SERVICE FEE TERMS. Net 30 days.


- Your account is "Past Due" if payment isn't received by Day 31, or within the terms stated on the invoice.
- "Past Due" invoices incur a service fee of 1.5% per month (18.0% per annum).
- Service fees pertain to only past-due portions of the account.

PURCHASES (continued)

- If you have an objection to an invoice, you must contact the Shamrock Group in writing no more than 10 days from receipt of the invoice.
- If outside collection efforts are necessary, the Agreement stipulates that you agree to pay all reasonable collection costs, disbursements and attorneys' fees incurred by Shamrock Group to collect the unpaid balance.

AGREEMENT CANCELLATION. Per terms of the Agreement, here's what is required should you cancel prior to the 60-month mark:

- You must provide **90 days' written notice** written notice to the Shamrock Group of your intentions to cancel.
- You will pay the Shamrock Group the profit that we would have earned during the time remaining on the Agreement had you not canceled the agreement.
- "Profit" is defined as the difference between Shamrock Group's costs for the product listed in the Agreement and the price you are paying for product at time of cancellation.



Product Requirements Agreement

Account Number

Business Legal Name (Purchaser) _____ Contact _____

Business Address _____ City _____ State _____ Zip _____

Business Phone _____ Email _____

Agreement Date _____ Contact Cell _____ Federal Tax ID _____

Whereas, Purchaser desires the assurance of a source of supply, the ability to meet its requirements for the products listed (See Opening Order Product List), and the economies and conveniences of dealing with only one supplier; and

Whereas, Shamrock Group desires the assurance of a market outlet, facilitation of efficient scheduling of business activity, and saving storage and marketing costs;

Shamrock Group hereby agrees to sell and deliver to Purchaser, and Purchaser agrees to purchase and receive from Shamrock Group, the products indicated (See Opening Order Product List), hereinafter described for use by Purchaser upon the following Terms and Conditions:

- Term.** This Agreement shall continue in effect for a period of five (5) years commencing on the date above and continuing from year to year thereafter. Either party may cancel this Agreement with no less than ninety (90) days written notice to the other party, subject to paragraph No. 9, below.
- Product Description.** The products to be sold and delivered under this Agreement are itemized as follows (See Opening Order Product List).
- Quantity.** Shamrock Group will sell to Purchaser and Purchaser agrees to buy from Shamrock Group all of its requirements of the products listed on the Opening Order Product List (Complete that which applies):

Check All Applicable	Product Category	Use per Year (Approximate)	Peak Requirement for 1 month (Approximate)
<input type="checkbox"/>	Post-mix syrups, juices, flavors/liquid mixers	gals	gals
<input type="checkbox"/>	Ice	lbs	lbs
<input type="checkbox"/>	CO ₂	lbs	lbs
<input type="checkbox"/>	Other		

Note that product flavors can be changed upon approval of Shamrock Group and that quantities can increase.

- Price and Price Increases.** The base price to be paid by Purchaser is as listed in the most current price of deal. Agreement is signed. Price may be subject to a delivery charge. The parties acknowledge that Shamrock Group's cost of goods may increase during the term of this Agreement. Accordingly, Shamrock Group may, from time to time, revise prices set forth herein. Any such revision shall become effective ten (10) days after Shamrock Group mails notice of same, in writing to Purchaser.
- Deliveries.** All shipments and deliveries will be made to Purchaser's place of business, as stated above.
- Payment Terms.** Payments are due as follows (check where applicable):
 COD Net _____ Days Additional Terms: _____
- Quotes.** All orders are subject to acceptance by Shamrock Group, in its sole discretion and all quotations terminate after thirty (30) calendar days, unless otherwise stated in writing.
- Past Due.** Accounts immediately become past due if not paid within the terms stated on the invoice. Shamrock Group will charge a service fee of 1.5% per month (18.0% per annum) or the maximum legal rate, whichever is less. The service fee will be assessed on the past due portion of the account. In the event that outside collection efforts are necessary, the undersigned hereby agrees to pay reasonable collection costs, disbursements and attorneys' fees incurred by Shamrock Group to collect the unpaid balance.
- Agreement Cancellation.** Purchaser agrees that if it cancels this Agreement prior to the expiration of the term listed in paragraph No. 1, Purchaser

The Product Requirements Agreement. Sets you up for your beverage, CO2 and ice needs.

NEW AND USED EQUIPMENT PURCHASES

When purchasing new or used equipment from the Shamrock Group, we issue our own 30-day warranty on parts and labor (in addition to the manufacturer's warranty) when we install the equipment. One exception to this are beer systems we design and install. See page 19 for more information.

- It is your responsibility to register any equipment bought from the Shamrock Group with the manufacturer. **Should you fail to register**, you will responsible for all labor, parts and truck charges, should the equipment malfunction during what was supposed to be the manufacturer's warranty time.
- When you purchase used equipment from us, you accept it in an **as is** condition, and that all subsequent maintenance and repair, *beyond* our 30-day warranty, shall be the responsibility and liability of the purchaser.
- If Shamrock Group installs the equipment you purchase from us, we will install it in a professional and workmanlike manner. This does not warrant the installation, however, beyond the 30-days, or if you bring in any other company besides Shamrock Group to repair the equipment.
- If the equipment is installed by anyone but us, our 30-day warranty stands for parts only. And, regardless before or after the 30 days, you will agree that Shamrock Group will never be held liable for any injury or damages arising out of the installation by another party.
- If after the manufacturer's warranty expires and your equipment malfunctions, it is your responsibility to cover all repair costs.

Equipment Leases

GETTING STARTED. The Shamrock Group focuses on systems — that is, giving our customers everything required — product **and** equipment.

Yes, you can buy your equipment if you so choose. But to lease is to place the upkeep, maintenance and repair in our hands, which frees you to do more important things, like ensuring excellent guest service.

Your Shamrock Group Account Manager will help you determine your needs, at which point, you will sign an Equipment Lease Agreement.

60-MONTH AGREEMENT. What you receive with your 60-month contractual agreement:

- Installation of all required equipment, on a time and materials basis, plus truck charge.
- All maintenance and repairs are our responsibility. We do not charge a truck charge when we come out to service your rental equipment.
- Net 30 days on invoices.

GENERAL TERMS. After the 60 months, you can renew your Agreement for another 60 months.

- If it is determined, pre-installation, that a plumber and/or electrician is required, it is your responsibility to have these professionals on site at date/time of equipment installation, and at your expense.
- Should there be a lapse in the Agreement renewal, lease is on a month-to-month basis — but with none of the initial Agreement benefits. You'll pay your rent, but any repair and/or maintenance needed will be invoiced to you on a time and materials basis, plus truck charge. If you renew your contract, all Agreement benefits resume.

MAINTENANCE AND CUSTOMER RESPONSIBILITIES. The Shamrock Group maintains an extremely high standard of maintaining our rental equipment, which we own and possess the title to. You have our assurance on this. Having said that, we lease the equipment to you, **as is**.

- We ask that you respectfully maintain the equipment in good working order.
- We acknowledge that there will be ordinary wear and tear on the equipment, but to the best of your ability, please protect the equipment from damage.
- If there's a discrepancy in proper equipment maintenance and the Shamrock Group must service it due to a malfunction:
 - You will be charged for the labor at a time and materials basis plus a truck charge.
 - If we need to install any missing parts, you will be billed for them.

EQUIPMENT LOCATION AND TRANSPORT. You must keep and use the equipment only at the address as stated in the Lease Agreement — and in the position that was agreed upon at time of installation.

- With respect to any physical movement of the equipment: Only Shamrock Group can do this, as it is our property.
- Any equipment transport is billed at time and materials, plus truck charge. This includes:
 - A temporary move within the address as stated on the Lease Agreement, such as remodeling or structure repairs.
 - A different site not stated on the Lease Agreement requires approval from your Account Manager.

INSURANCE. You agree to the following:

- Keep the equipment fully insured against loss for the entire duration of the Lease Agreement.
- Obtain a general public liability insurance policy and to include Shamrock Group as a named insured on the policy.
- Provide us certificates of insurance or other evidence of insurance acceptable to us, before the Lease Agreement term begins.

EQUIPMENT LIABILITY. The Shamrock Group cannot be held liable for any losses or injuries caused by the use of the equipment.

- Per the Lease Agreement, you agree to reimburse us for and to defend us against any claims for losses or injuries caused by the equipment, except for those losses or injuries caused solely by our negligence.

TAXES AND FEES. Taxes and fees are your responsibility.

- When due, you agree to pay taxes, fees, fines and penalties relating to the Lease Agreement.
- If Shamrock Group pays any of the above for you, you agree to reimburse us on demand.

DEFAULT. You are in default of your Lease Agreement when:

- You do not pay your rent on time.
- If you are not properly exercising all the details explained in your Lease Agreement.
- If you default, Shamrock Group has the following rights:
 - Require that you pay the sum of the remaining payments on the Lease and return the equipment to us.
 - Use any of the remedies available to us under State and Federal law.
 - You agree to pay the cost of all fees related to a Repossession, including legal fees.

Beverage Program

EQUIPMENT AND BEVERAGES. When initiating a beverage program with us where you will be under contract for both the equipment and the beverages you buy, you will select from our post-mix and ready-to-pour consumable products, all of which are listed on pages 7-13. You will agree to the Opening Order.

- Once you've established what beverages you're buying, the Shamrock Group will assemble all the necessary components for installing your beverage dispensing system. Refer to pages 15-16 for this equipment.
- If we are installing any beverage dispensing equipment that will be linked to *existing* beverage line, Shamrock Group works only with line that is less than 15 years old.
- If the beverage line is older, it most likely will be replaced; you are responsible for all costs, including labor, parts and truck charge.
- If you want our beverage dispensing equipment to be connected to any beverage line that is older than 15 years old, a service call fee will apply if it's determined that the cause of a system malfunction is associated with the old beverage line.
- Any delivered product that is returned must be done so within 30 days of purchase; you will incur a 15% restocking fee. Past 30 days, product is unreturnable.
- If after delivery, you note any packaging damage that would affect what you expect to pour, please contact your Shamrock Group Account Manager.
- Should you opt to change a beverage flavor, charges will go one of two ways: 1) For all flavors not requiring a new line, you will incur a truck charge only for the labor involved to make the change. 2) For those flavors that require running new line*, we will do the necessary work during *standard* hours. You will incur time and materials charges, plus the truck charge.



Equipment Lease
60-Month Agreement

New Renewal

Beverage Dispensing

Account Number

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Business Legal Name (Lessee) _____ Business Phone _____

Business Address _____ City _____ State/Zip _____

County _____ Date of 1st Payment (To be completed by Shamrock Group) _____

Email _____ Lessee Cell _____ Federal Tax ID _____

Lease Payment	\$ _____	Payment Schedule		
		0	Advance Rental Payment(s)	At \$ N/A
Sales Use Tax	\$ _____	Remaining Monthly Payments	60	At \$ _____
Total	\$ _____	If final payment is irregular		At \$ _____

Equipment Description

Soda Guns: Quantity: _____ # of Buttons: _____ Comment: _____

BIB Rack w/ Pumps: Quantity: _____ Dimensions: _____ W x _____ H

Beverage Line: # of feet: _____ Comment: _____

Big Mac Carbonator/K-Way Unit: Quantity: _____ Comment: _____

Additional Provisions

Installation billable at time and materials, plus truck charge.
Customer responsible for all plumbing and electrical needs.
Customer must purchase all beverage from Shamrock Group, as per Product Requirements Agreement.

Equipment Location

Same as above

Full address: _____

GUARANTY I guarantee that the Lessee will make all Lease payments and pay all the other charges required under the Lease when they are due and that the Lessee will perform all other obligations under the Lease fully and promptly. I also agree that you may make other arrangements with the Lessee and I will be responsible for those payments. You do not have to notify me if the Lease is in default. If Lessee defaults under the terms of the Lease, I will immediately pay in accordance with the default provisions of this Lease, all sums due under the original terms of the Lease. In case suit shall be brought because of the breach of any agreement contained in this guarantee, and a breach is established, the prevailing party shall be entitled to recover all expenses incurred therefore, including reasonable attorney's fee. This guaranty shall be governed and construed in accordance with the laws of the State of Minnesota. I consent and submit to the jurisdiction of the courts of the State of Minnesota for purposes of enforcement of this guaranty. I specifically waive the right to claim against the holder of this guaranty or the Lease agreement the defense of impairment of collateral.

THIS LEASE IS NONCANCELABLE

Lessee (Print Name)	Lessee (Signature)	Date	
Shamrock Group Account Manager (Signature)		Date	

BEVERAGE PURCHASES ONLY. If you own your own equipment and want to purchase our beverages only, you will be charged labor, parts and a truck charge if you need repair on the system. Labor charges depend on when you request service. Should you use our virtual repair (telephone call) option if it's available, you will be charged in 30-minute increments.

* Flavors requiring new line installation include Root Beer, Pibb Xtra, Dr. Better, Cherry Cola, Strawberry and Grape sodas.

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Ware Washing Program

EQUIPMENT AND CHEMICALS. When initiating a ware washing program, you can choose a complete package that includes both chemicals and leasing ware washing equipment, or chemicals only if you own your own equipment. Either way, your chemical options for dish washing, glass washing, heavy-duty specialty chemicals, janitorial and hand soaps are listed on pages 29-38. Shamrock Group sells both Sunburst chemicals and our own private-label ware washing chemicals.

- We require you sign a **Ware Washing Lease Agreement** form if you opt to lease any ware washing equipment from us.
- You will work with your Account Manager to determine installation details.
- You must agree to dispense only chemicals you purchase from us, as per the Ware Washing Program Agreement. Should you violate the terms and hook up a competitor's product(s), you are subject to a penalty fee.
- Using unauthorized chemicals nullifies the Agreement, which grants the Shamrock Group the right to remove your leased equipment.
- Included in the Ware Washing Program is a proactive service we provide, where we schedule a technician to conduct a routine inspection on all equipment and chemicals to ensure peak performance.
- All Platinum customers using Sunburst solid chemicals receive dispensers at no charge.
- It is your responsibility to properly maintain all systems that affect the effectiveness of using our chemicals:
 - Water softener
 - Water heating capabilities
 - Plumbing and electrical

CHEMICALS ONLY. If you own your ware washing equipment, and want to purchase only chemicals from us, we will present you with a **Ware Washing Product Agreement** form.

- Should you want us to service your equipment, we will charge you based on time and materials, plus a truck charge. However, we will provide, at no charge, the basic services needed to ensure your equipment is working properly with our chemicals, including calibration, pressure checks, lubrication and checking pumps for leaks.
- Should you ever decide to discontinue purchasing chemicals from us, we require a 60-day written notice.



Ware Washing Program
Chemicals and Equipment
60-Month Agreement

New Renewal

Account Number

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Date _____ Business Legal Name _____

Business Phone _____ Business Address _____

City _____ State _____ Zip _____

County _____ Email _____

Lessee Cell _____ Federal Tax ID _____

1. All Systems have been installed to Customer's satisfaction. Yes No

2. Restaurant personnel have been trained on product and system requirements. Yes No

3. Service guidelines have been established and explained to Customer. Yes No

4. Service phone numbers have been posted and provided to management. Yes No

5. Material Safety Data Sheet(s) have been given to management. Yes No

Rental Equipment Agreement

Customer agrees that only Shamrock Group authorized products will be dispensed through the designated ware washing rental equipment. Failure to use only Shamrock Group chemicals will constitute a breach of this Agreement and grants Shamrock Group the right of immediate removal of the equipment listed below.

Shamrock Group further reserves the right to remove equipment should it become damaged due to Customer neglect or abuse. Any damage due to Customer neglect or abuse will be the responsibility of the Customer. If rental equipment is not returned to Shamrock Group upon request, Customer will be responsible for compensating Shamrock Group for the equipment at the value indicated below.

Manufacturer/Model	Serial Number	Value	Installed
1. _____ High Temp Dispensing System	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. _____ Low Temp Dispensing System	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. _____ Presoak Dispenser	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. _____ Dilution Station	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. _____ Other	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. _____ Other	_____	\$ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No

This agreement shall be binding on Customer's successors and assigns, unless otherwise agreed to in writing. By signing below, the parties hereby agree to all terms of this Agreement.


Accepted by Shamrock Group _____ Accepted by Customer _____

Shamrock Group Account Manager
Date
Authorized Signee
Date

Ice Maker and Bin Rentals

When initiating an ice machine rental program, the Shamrock Group will supply you with a reconditioned ice maker that is in excellent working order and meets or exceeds the Minnesota Health Department requirements.

- You will work with your Shamrock Group Account Manager to determine what capacity of ice machine (and bin, if applicable) you need, prior to your signing the Product Lease Agreement. Your Shamrock Group will work with you to ensure installation is well planned for and seamless, as every one of our installations starts by asking all the pertinent questions via the Ice Maker Installation Form.
- In the event your leased ice maker is malfunctioning and you are low on ice, you can place an order for ice we will deliver to you until we can dispatch a service technician to repair the machine. The ice is free of charge, but you pay the delivery fee.
- All lease payments must be current to receive both the complimentary ice and/or service, should the leased ice maker malfunction.
- If water conditions are such that we must install a water cleaning system, you also must pay for the lease of this cleaning system, **including the cost of system installation and any replacement filters. This lease, too, must remain current to receive both the complimentary ice and/or service.**
- Should your 60-month Agreement expire, you do not receive the benefit of complimentary ice (if needed) until you re-sign for another 60 months.
- You are responsible to conduct all FDA-recommended cleaning and sanitizing protocols. Refer to pages 47-48 for all details.



Ice Maker
Equipment Installation Checklist

Account Number

Date _____ Business Legal Name _____
Business Phone _____ Business Address _____
City _____ State _____ Zip _____
Contact _____ Email _____
Contact Cell _____ Date for Installation _____ Time Frame _____
Who is to be present at installation: _____
Estimated time needed for installation: _____ When can we get in? _____
Additional Comments _____

1. Is ice maker here? <input type="checkbox"/> Yes <input type="checkbox"/> No	7. Correct power supply, proper water and drain lines 6ft within ice unit? <input type="checkbox"/> Yes <input type="checkbox"/> No
2. If not, unit on order? <input type="checkbox"/> Yes <input type="checkbox"/> No	8. Are we installing water filters? <input type="checkbox"/> Yes <input type="checkbox"/> No
3. If used, has unit been checked out? <input type="checkbox"/> Yes <input type="checkbox"/> No	9. Ice maker/bin fit through all doors? <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Storage bin with unit? <input type="checkbox"/> Yes <input type="checkbox"/> No	10. Any stairs? <input type="checkbox"/> Yes <input type="checkbox"/> No _____
5. New bin: Adapter plates required? <input type="checkbox"/> Yes <input type="checkbox"/> No	11. Disconnecting an old unit? <input type="checkbox"/> Yes <input type="checkbox"/> No
6. Used bin: Has it been checked out? <input type="checkbox"/> Yes <input type="checkbox"/> No	12. If yes, are we bringing back with us? <input type="checkbox"/> Yes <input type="checkbox"/> No

Detailed drawing of ice maker location:

Gas Programs

Similar to beverages and chemicals, you can enter into an agreement for both product *and* equipment or product only. If you buy only gas from us but want us to repair your equipment, you will be charged for labor, parts and truck charges.

BULK CO₂. Shamrock Group can custom design a Bulk CO₂ system specific to your needs.

- If you are initiating both a Beverage and Bulk CO₂ program, the Product Requirements Agreement is where it starts, with you and your Account Manager estimating the number of pounds of CO₂ you'll go through on an annual basis, in addition to the number of gallons of beverage per year.
- This package includes a bulk tank, fill box, service lines, regulator and CO₂ leak indicator, which we will install on a time and materials basis, plus truck charge, should more than one truck be required to complete the Beverage/Bulk CO₂ installation.
- This package requires that you always have a CO₂ backup cylinder on premise at all times, which you rent from us on a monthly basis.

BEER GAS SYSTEM. Shamrock Group can also custom design a Beer Gas System specific to your needs. Most systems fall into one of two designs:

- **Pure N₂ Package.** Includes a twin blender, two regulators, changeover valve, CO₂ leak indicator, with an unlimited keg capacity. This package requires that you always have a Nitrogen backup cylinder on premise at all times — which you rent from us on a monthly basis.
- **N₂U Package.** Includes a MilCarb Nitrogen Generator, changeover valve and CO₂ leak indicator. This package requires a Nitrogen twin blender, which you can rent from us or buy your own.

LIQUID NITROGEN SYSTEM. The newest addition to our line of gas products and programs is Liquid Nitrogen, used for specialty drinks, special effects and nitrogen popcorn. We currently provide two options, depending on the amount of LN₂ needed:

- **Dura-Cyl MP180 LN₂ Storage Tank.** Rent the low-pressure 180-liter storage tank on a monthly basis. When you are running low, call us and we'll exchange out the empty tank for a filled one. You pay for the fill and the delivery charge — Routed or Non-Routed, depending on when you call for the exchange.
- **10-Liter Vacuum-Jacketed Container.** Same comments as above apply (Dura-Cyl tank) to the 10-liter container when you rent from us.



Product Deliveries

Regardless what we're delivering to you — soda syrups, chemicals, CO2, ice, etc. — the Shamrock Group has two types of delivery charges:

- **Routed.** When under contract for a product, you receive your order via a scheduled delivery during **normal business hours**:

Monday through Friday, 8am-4:30pm

- When buying multiple consumables from us, this could mean several separate deliveries (and thus, delivery charges), depending on the product being delivered.
- **Non-Routed.** All other deliveries not part of a route is considered a Non-Routed delivery. This includes all immediate needs, regardless the reason.
- Non-routed deliveries are oftentimes **after-hours**:

**Monday through Friday after 4:30pm/before 8am
Saturdays and Sundays**

- The **exception** to a Non-Route Charge: If you need product before your scheduled (Routed) delivery but can wait until the next business day for receipt, call us during normal business hours, which allows us to schedule you into a route for the next day. By doing so, you're charged the Routed rate.
- Note that a preorder taken during business hours (Monday through Friday, 8am-4:30pm) but needs to be delivered after hours or on a weekend — these are charged at the Non-Routed rate.

Terminology. You might hear other phrases used, such as "runout fee," "after-hours fee" or "special delivery fee" or "fuel charge." But regardless the terminology, "Routed" and "Non-Routed" are the essential terms we use at the Shamrock Group for consumables.

Delivery Address. The Shamrock Group delivers only to the address specified on the signed Agreement form.

Returns. Chemicals and beverages (BIBs, bottles, cartons) can be returned *undamaged within 30 days of purchase* with a 15% restocking fee.

Residential. The Shamrock Group does not deliver any product or equipment to residential addresses.

Non-Taxed Deliverables. Routed and Non-Routed charges:

- Bulk CO2 plus a Hazmat fee
- Gas cylinders
- Beverages (BIBs, cartons, bottles)
- Packaged ice
- Block ice



PRODUCT DELIVERIES (continued)

Product Codes and Taxation. All delivered consumables are non-taxable, except chemicals, ice sculptures and dry ice. Product numbers you'll see on invoices for delivery charges:

CODE ON INVOICE	CHARGE DESCRIPTION
30417	TAX Routed delivery fee on taxed consumables ¹
30417	NONTAX Routed delivery fee on untaxed consumables ¹
39999	TAX Non-Routed delivery fee on taxed consumables ¹
39999	NONTAX Non-Routed delivery fee on untaxed consumables ¹
39999	TAX Non-Routed delivery fee on taxed consumables ¹
19500	Non-Routed delivery fee on untaxed Ace Ice 5lb and 18lb bags
19500	TAX Non-Routed delivery fee on dry ice and/or ice sculptures
30002	TAX HazMat delivery taxable fee
30417	TAX Routed delivery fee on taxed products (non-consumables)
30417	NONTAX Routed delivery fee on untaxed products (consumables)
21000	NONTAX Truck charge — Regular hours
21005	Truck charge — After hours
21006	Truck charge — Holiday hours

Taxed Deliverables. Routed and Non-Routed charges:

- Chemicals
- Dry ice
- Ice sculptures

Two-Tier Packaged Ice Pricing. All packaged ice (5lb, 18lb, crushed, block) delivered during business days/business hours is invoiced at our *standard* pricing.

- All packaged ice delivered outside of business hours/business days (for example, after 4:30pm Monday-Friday, Saturday, Sunday) is invoiced at an *after-hours premium* pricing.

Product Deliveries

Shamrock Group service vehicles are dispatched for a variety of situations that include installations, repair, troubleshooting, beer line cleaning, a scheduled preventive maintenance visit, etc.

TRUCK CHARGES. When a Shamrock Group service vehicle is dispatched to you, you will incur a Truck Charge.

- If more than one truck is required for the job/project, you will incur a Truck Charge per vehicle.
- Regarding Special Event deliveries, you will incur a Truck Charge for all product and equipment dropped off, then a second Truck Charge for everything we pick up after the event. If applicable, this means one Truck Charge per vehicle.
- Regardless the project, job or delivery, take into account the time and day of the week when service vehicles are being dispatched and plan accordingly. We will never schedule you for after hours or a holiday unless you specifically request this.
 - Monday through Friday, between 8am and no later than 4:30pm, you'll be invoiced for a **Business Hours Truck Charge**.
 - **After-Hours Truck Charge** is charged for any dispatch Monday through Friday, after 4:30pm until 7:59am, as well as all hours on Saturday and Sunday.
 - **Holiday Truck Charge** is charged for all 24 hours of the holidays of New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Thursday and Friday, and Christmas Day.
- When we dispatch a service truck outside of the seven-county metro area¹, the Truck Charge is based on a per mile basis.
- Truck charges pertain to all equipment deliveries – new/used equipment purchases and equipment installations for an equipment lease.

INSTALLATIONS AND REPAIRS. Regardless the job/project, you might incur other charges.

- **No Shows.** For scheduled service appointments, you have a 15-minute grace period for a person to let us in. A no-show appointment will be charged a truck charge, plus one-fourth of our current hourly rate.
- **Reclaim Fee.** If we are asked to pick up old equipment when we are delivering new, used and/or leased equipment, you will incur a Reclaim Fee, as per EPA Guidelines.
- With respect to equipment repairs, we will dispatch a service vehicle only for equipment initially purchased from the Shamrock Group. For all other equipment, we will refer you to the manufacturer.
- When the job is an installation, you are responsible for hiring/having an electrician and/or plumber on site when we request this sort of work to be done.

¹ Hennepin, Ramsey, Anoka, Carver, Dakota, Scott, Washington