



## CONTACT GUIDE

### **Customer Service Contact**

**Request for lead time, freight, order processing, shipping, status, or parts**

Email → [customerservice@springusa.com](mailto:customerservice@springusa.com)

Phone → 800-535-8974 (Spring USA), 800-649-7885 (Equipex)

### **Quote Request:**

**Request for quotes**

Spring USA → [quotes@springusa.com](mailto:quotes@springusa.com) + CC your local NAM

Equipex → [sales@equipex.com](mailto:sales@equipex.com) + CC your local NAM

Versa-Gard → [quotes@versa-gard.com](mailto:quotes@versa-gard.com) + CC your local NAM

*Please note, we will consolidate these groups in the near future. This will be announced with a revised contact guide.*

### **Marketing**

**Request for events, partnerships, samples, advertising, materials, etc.**

Email → [marketing@springusa.com](mailto:marketing@springusa.com)

### **Tech Support**

**Request for product repair, service, troubleshooting, etc.**

Spring USA/ Versa-Gard → [techsupport@springusa.com](mailto:techsupport@springusa.com)

Equipex → [service@equipex.com](mailto:service@equipex.com)

*Please note, we will consolidate these groups in the near future. This will be announced with a revised contact guide.*



## FAQ's

### 1. Sales Questions

- **How do I price an opportunity for Spring USA/ Equipex/ Versa-Gard?**

You can easily price opportunities by sending a request to our quote coordination teams at the email addresses provided above. Please provide project name, dealer name and contact information along with product item numbers.

- **Can a dealer place a single PO for all brands?**

Currently purchase orders are to be placed separately; we will consolidate the purchase order process in the near future. Specification credits are provided on a case-by-case basis.

- **What is the discount structure and buying group membership?**

**Spring USA**

50% KEC or New Customer

50%-10% - Edward Don (Hilton business) and Wasserstrom (Avendra Business)

50%-10%-5% (Trimark RW) STOCKING

**Equipex**

(Standard Discount 40%) -(Stocking Discount 50%)-(Ed Don 40%/10%)

The stocking amount is currently \$4000.00.

3 product groups shipped to a single location in the continental USA

(Small Appliance Ventless Hoods do not qualify for minimum stocking order value)

\$5000 per year annual purchases to remain stocking.

**Buying Group:** ABC and PRIDE

**Versa-Gard**

All pricing is NET pricing.

- **Is there a prepaid freight program?**

**Spring USA/ Versa-Gard**

Currently a freight program is not available.

**Equipex**

Prepaid freight shall be prepaid for all order more than \$5000 to a single destination with in the continental United States.

Small appliance Ventless hoods are neither subject to nor counts towards the prepaid freight program. The prepaid freight program may be changed upon thirty days' notice.

- **What are the leads times by category?**

- Spring USA**

- Standard stock items: 3-5 standard business days, delays/ out-of-stock items will be communicated by customer service
    - Quick ship items: within 2 business days, delays/ out-of-stock items will be communicated by customer service
    - Custom builds: 14-16 weeks unless otherwise advised

- Equipex**

- SA Vent- Standard (without pre-piping): 5-7 business days AFTER return of vent form and approval of information
    - SA Vent- (with pre-piping): 7-10 business days AFTER return of vent form and approval of information
    - Adventys hidden under-countertop warming system: 7-10 business days after approval and review of shop drawings for (20) or less units. For more than (20) units, please inquire to factory
    - All other items: 36-48 hours after receipt of order and approval of credit. For larger quantity orders or backorders, the factory will advise.

- Versa-Gard**

- 4-6 weeks for production, unless otherwise specified.

- **Are there deposit requirements, returns, or cancellation fees?**

- Spring USA**

- Deposit:** Open accounting is subject to credit department approval. Deposits are required on custom or special-order products along with CUSTOM FURNITURE.

- Cancellation:** Custom or special-order items may not be subject to cancellation, subject to factory determination. Standard items generally not subject to cancellation if done so before manufacturing.

- Restocking Fee:** Merchandise returns require written authorization from Spring USA. Any merchandise returned without prior authorization will be refused. If purchased from a reseller or dealer, please contact them directly for your return. Merchandise must be in new condition and in original packaging/shipping carton. Used or damaged merchandise will not be accepted. All returns are subject to inspection upon receipt and a 30% restocking fee. Sale items are final sale and cannot be refunded or returned. Custom items & built-in chafing dishes are not returnable. Customer is responsible for return shipping of product(s).

- Equipex**

- Deposit:** Open accounting is subject to credit department approval. Deposits may be required on custom or special-order products.

- All hidden undercounter induction warming systems require deposits as per terms and conditions of factory quotation.

- Cancellation:** Custom or special-order items may not be subject to cancellation, subject to factory determination.

- Standard items generally not subject to cancellation if done so before manufacturing.

- Restocking Fee:** Restocking policy: Equipment must be undamaged, new and unused, and in original packaging.



Returned items are subject to all applicable freight charges, packaging materials charges (If needed), Repairs/repolishing and a 25% restocking charge. We reserve the right to refuse the return of any piece of equipment.

#### **Versa-Gard**

**Deposit:** New customers - 50% down, 50% prior to shipment. Return customer - terms apply.

**Cancellation:** All PO's are accepted as contract; cancellation is not prohibited.

**Restocking Fee:** all goods are custom, no returns accepted.

- **How are samples requested and approved?**

Manufacturer Rep should reach out to [marketing@springusa.com](mailto:marketing@springusa.com) and CC your local NAM.

- 50/30 off LIST PRICE
- P.O. needed for a dealer requested sample
- SA- VENT (Rep Purchase)

Event Demo- Reach out to [marketing@springusa.com](mailto:marketing@springusa.com) for request & approval. Event demos must be shipped in original packaging and returned ASAP.

- **How to help customer select the right induction?**

All products in Revit, KCL and AQ; please refer to decision chart provided

- **I need to speak to someone, who are my contacts?**

National Account Manager:

strategy, dealer discussions, pricing exceptions, sales goals & targets

- **East:** Michelle Hanak, [mhanak@springusa.com](mailto:mhanak@springusa.com)
- **New England & NY:** Felicia Whiting, [felicia@equipex.com](mailto:felicia@equipex.com)
- **Central:** Ben Baron, [bbaron@springusa.com](mailto:bbaron@springusa.com)
- **West:** Erin Stegman, [estegman@springusa.com](mailto:estegman@springusa.com)

Subject Matter Experts:

- Spring USA (all brands): Nick Lekos, [nlekos@springusa.com](mailto:nlekos@springusa.com)
- Versa-Gard: Jackson Biller, [jbiller@versa-gard.com](mailto:jbiller@versa-gard.com)
- Equipex: Felicia Whiting, [felicia@equipex.com](mailto:felicia@equipex.com) & Eden Qudsieh, [eden@equipex.com](mailto:eden@equipex.com)
- Astra Mfg: Bill Alameda, [balameda@astramfr.com](mailto:balameda@astramfr.com)