

LTI Custom Equipment Order Cancellation Policy

1. Scope

This policy applies to all orders for serving systems, mobile carts, custom drop-in technology, and other custom-designed, made-to-order equipment manufactured by LTI, Inc.

2. Cancellation Procedure

All cancellation requests must be submitted in writing to LTI, Inc., by the kitchen equipment dealer on company letterhead, and are subject to approval. Verbal cancellations will not be accepted.

3. Cancellation Fees

Fees are assessed based on the time of cancellation:

Production Stage	Cancellation Fee (% of Total Order Value)	Description
24 hours after PO/LOI Acknowledgment	5%	Admin and scheduling costs
Outside of 24-hour period	Non-Cancellable	Non-Cancellable

4. Exceptions

Exceptions may be made at the sole discretion of LTI, Inc in cases of force majeure. Any exceptions must be documented in writing.

5. Intellectual Property

All designs, drawings, and engineering work remain the intellectual property of LTI, Inc., even if the order is cancelled. No part of these materials may be used, reproduced, distributed, or disclosed to third parties without prior written consent from LTI, Inc.

LTI Standard Drop-In Order Cancellation/Return Policy

1. Scope

This policy applies to all orders for standard drop-in technology manufactured by LTI, Inc.

2. Cancellation Procedure

All cancellation requests must be submitted in writing to LTI, Inc., by the kitchen equipment dealer on company letterhead, and are subject to approval. Verbal, email, or informal cancellations will not be accepted.

3. Return Procedure

All return requests must be submitted in writing to LTI, Inc., by the kitchen equipment dealer on company letterhead, and are subject to approval. Verbal return requests will not be accepted. Equipment must be boxed or crated in the same box or crate used originally to ship the equipment. Equipment must be in factory-new, pristine condition upon arrival at LTI, Inc. The customer is responsible for paying the return freight charges and will be charged a 25% restocking. Return shipment must be shipped prepaid to LTI.

Returns are accepted only on current merchandise found in original carton and in new and saleable condition. Merchandise returned that is in partial, used, obsolete, or shelf-worn will be disposed of and credit WILL NOT be issued.

4. Cancellation/Return Fees

Fees are assessed based the time of cancellation:

Production Stage	Cancellation Fee (% of Total Order Value)	Description
24 hours after PO/LOI Acknowledgment	5%	Admin and scheduling costs
Outside of 24-hour period	25%	Admin, scheduling, restock costs

5. Exceptions

Exceptions may be made at the sole discretion of LTI, Inc in cases of force majeure. Any exceptions must be documented in writing.