

## Edward Don & Company

Effective July 1, 2022

Introduction. *Edward Don & Company was awarded Category One Statewide. Below is their contact information, ordering instructions.*

**Edward Don & Company Ordering Instructions.** *Ordering may be done in various ways including phone, email or online. An account will be created prior to orders being placed. Consultation may be occur and a quote provided. Once quote is accepted, customer will supply a purchase order and the order is placed through the Edward Don & Company ordering system.*

Primary Contact:	Cameron Danby (Entire State)
Phone:	(425) 791-5143
FAX:	None
Email:	<a href="mailto:CameronDanby@don.com">CameronDanby@don.com</a>
Secondary Contact:	Shana Shewbert (Inside Sales)
	(253) 258-3698
	<a href="mailto:ShanaShewbert@don.com">ShanaShewbert@don.com</a>
Online Ordering:	<a href="https://www.DON.com">https://www.DON.com</a>

**Invoicing/Payment.** *Invoices can be mailed or emailed per customer request with typical 30-day net terms. Payment options include; check, EFT payment, credit card payment, or other pre-arranged payment options. Invoicing and payment options are determined when account is set up.*

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CATEGORY ONE - STATEWIDE	High-Use Manufacturer	% Off Catalog
REFRIGERATORS & FREEZERS	Continental	58%
	Delfield	51%
	Kolpak	60%
	Norlake	57%
	Traulsen	61%
	Victory	67%
	TRUE	63%
WARE WASHING & DISPOSAL	Champion	34%
	Hobart	32%
	Insinkerator	45%
	Jackson	46%
	Powersoak	33%
	Salvajor	47%
	Stero	31%
OVENS, RANGES & FRYERS	Doyon	48%
	Frymaster	51%
	Garland	50%
	Lang	52%
	Pitco	56%
	Southbend	55%
	Star	57%
	Vulcan	58%
COMBI-OVEN	Alto Shaam	30%
	Blodgett	42%
	Cleveland Convotherm	54%
	Electrolux	50%
	Rational	35%
FOOD WARMERS & WARMING DRAWERS	Hatco	43%
	Wells	56%
STEAMERS, STEAM TABLES, KETTLES & TILT GRILLS	Vulcan	58%
	Duke	57%
	Cleveland	54%
	Hobart	32%
MEAT SLICERS	Globe	54%
	Hobart	32%
LARGE MIXERS	Hobart	32%
	Globe	54%
MICROWAVES	Panasonic	58%
	Amana	58%
SHELVING/RACKS	Intermetro	58%
	New Age	50%

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ICE MACHINES	Manitowac	53%
	Ice-O-Matic	53%
	Scotsman	53%
TRANSPORT CARTS	Cres Cor	46%
	Intermetro	58%
	New Age	50%
STAINLESS STEEL	Elkay – Spokane Stainless (No longer in business) Edward Don alternative is FABCO	64%
	John Boos	51%
	Advance Tabco	55%

**Catalog Discount.** Edward Don does not offer a percentage off their entire catalog. Edward Don will provide any additional non high-use Manufacturers at a gross profit margin of 15% over manufacturer net price. Edward Don, at any time, will provide the net price quote from Manufacturer for verification. The gross profit margin will also include any freight to destination.

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### **EDWARD DON & COMPANY ADDITIONAL INFORMATION/SERVICES**

**Additional Discounts.** *If there are any quantity price breaks for a high quantity purchase, our local sales representative will communicate the advantage to the customer. If an item qualifies for an EnergyStar rebate our local sales rep will communicate that to the customer to ensure they take full advantage of the price savings.*

**Energy Star Rebates.** *Information will be provided to the operator upon request with a list of utility companies in the State of Washington that offer rebates for the specific pieces of equipment that qualify. Rebates are issued directly from the utility company to the account holder. These rebate programs are subject to change.*

**Order Modification.** *If any order needs to be modified, our local sales rep will contact the customer informing them of the change that needs to happen. Upon approval by the customer the change will then be made.*

**Order Cancellation and Return.** *Order cancellations and returns must be submitted to DON as soon as possible. If the order hasn't shipped from the supplier, we will be able to cancel the order with no penalty. Returns are handled on a case-by-case basis and handled through your local sales rep. Orders may be cancelled at any time with no cost or fee associated with the order, unless otherwise noted on quote. Edward Don & Company can return any order that is in original crating and unused and not otherwise noted as non-returnable (custom built items made per specific agency request). Any return must be requested within 30 days of delivery. If request comes in past thirty days, Edward Don will work diligently with agency and manufacturer to accommodate the request.*

- *Restocking fees will vary from manufacturer to manufacturer with a maximum of 25%.*
- *Outgoing freight to manufacturer will be added onto cost of return.*

**Installation.** *Edward Don & Company can provide installation services anywhere in the state. These services can include but not limited to uncrating & setting in place, electrical work, plumbing work, mechanical work, repairs, modification of existing stainless and turnkey installations. Travel Time will also be included any installation services. All work will be done based on prevailing wage rates per State of Washington.*

- *Edward Don & Company - Cost per man hour \$75.00 Subcontractor work – charged at cost plus 15% gross profit margin*
- *Additional equipment or tools – charged at cost plus 15% gross profit margin.*

**Delivery Programs.** *Any stock orders will be delivered by our 3<sup>rd</sup> party transportation company. All stock orders are delivered within 2 business days depending on your location. Any out-of-stock items will back ordered in our system and ship out as soon as it arrives. This will be communicated to the customer by our local sales rep or customer service staff.*

**Inside Delivery.** *Edward Don & Company can provide inside delivery services anywhere in the state. Depending on location, this will be done by Edward Don & Company or a registered subcontractor. Travel*

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*Time will also be included as needed. All work will be done based on prevailing wage rates per State of Washington.*

- *Edward Don & Company - Cost per man hour \$75.00*
- *Subcontractor work – charged at cost plus 15% gross profit margin*
- *Additional equipment or tools – charged at cost plus 15% gross profit margin.*

**Customer Service.** *Edward Don has 3 local customer service team members in Auburn, WA and 59 customer service members at our headquarters in Chicago, IL. Customer service is available from 8am – 5pm, Monday through Friday. All customer service team members have thorough training and can assist any WA State customer with ordering, tracking, quoting or invoicing. We track all orders to ensure timely deliver and communicate that to our customers through our local sales rep.*

**Appliance Removal and Disposal.** *Upon request we will send an installer to assess the site where work needs to be done. Installer will determine how long the work will take and we will then schedule the time with the customer. Installer will remove old unit and discard accordingly. We will recycle the units when applicable. Edward Don & Company can provide services removing existing equipment from customer location. We are also able to dispose of equipment as needed. Coordination of pick up and removal will be done with individual agencies. Pricing will be based on labor hours involved and any additional equipment or tools needed to complete the project. Travel Time will also be included any customer pickup and removal. All work will be done based on prevailing wage rates per State of Washington.*

- *Cost per man hour \$75.00*
- *Additional equipment or tools needed will be billed out at cost plus 15% gross profit margin*

**Product Substitutions.** *If an item becomes unavailable our local sales rep will work with the customer to find a suitable replacement of equal value.*

**Department of Corrections Equipment.** *Any piece of equipment for the DOC that needs the “security package” will be quoted as an accessory on their quote. If the “security package” is not available on the specific piece of equipment the customer wants, we’ll find the proper replacement to meet the DOC’s needs.*

**Travel Time.** *Edward Don & Company will include travel costs only where needed on additional cost items, such as Installations, inside deliveries, and customer removal. No travel time will be included or added to requested on site consultations.*

- *Fees for Edward Don & Company - \$75 per man hour*
- *Fees for Subcontractors – cost plus 15% gross profit margin*

**Extended Warranty.** *Edward Don & Company will provide services to procure individual agencies extended warranties, as requested. These warranties will actually be provided by the manufacturers. Extended warranty options may not be available from every manufacturer. If individual agencies request an extended warranty that is not available from a particular manufacturer, Edward Don will attempt to work with a third-party company to provide the extended warranty. Terms and exclusions will vary from manufacturer to manufacturer.*

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- Fees for extended warranties - Manufacturers cost plus 15% gross profit margin.

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**Subcontractors.** *Edward Don & Company uses subcontractors for services offered on this contract. For example, installation, maintenance and repair (during the manufacturer warranty period), removal and disposal, etc. Coordination of services is initiated and tracked by the primary contact listed in this document. All subcontractors listed below are registered in the Washington and meet all the necessary state requirements.*