



## **Your Satisfaction is Our Highest Priority**

At BROOKLYN ROLLS, our mission is simple: to offer high quality, “old-fashioned” customer service by treating our customers the same way that we would like to be treated when calling for service. If you like our products, if you like our service, please tell a friend. That’s payment enough.

If you are not completely satisfied, please call our office or visit [WWW.BROOKLYNROLLS.COM](http://WWW.BROOKLYNROLLS.COM). We will do everything in our power to satisfy you because we want you to keep calling us for your service needs.

## **Our Service Areas**

BROOKLYN ROLLS is pleased to serve you, wherever you receive your unit. Often, we will be using 3<sup>rd</sup> party contractors who adhere to our service standards.

**Chicago Central Warehouse**  
**5900 West 65<sup>th</sup> Street**  
**Chicago, IL 60683**

**(800) 701-8151**  
[www.brooklynrolls.com](http://www.brooklynrolls.com)

## **Terms of Our Warranty**

**LIMITED WARRANTY** Under the manufacturer’s warranty, all parts installed by us will perform satisfactorily under conditions of normal use. Should said parts fail to perform, we will guarantee them as follows:

**PARTS** Brooklyn Rolls covers the cost of any defective part for 90 days..

**COST OF REPAIR** The cost of repair is covered by the customer.

**FUTURE PARTS** If something happens to your unit beyond the 90 days Brooklyn Rolls will provide wholesale pricing for replacement parts.

If repairs later become necessary due to other defective parts, they will be charged separately, and are not subject to this limited warranty. This limited warranty is given only to the customer hereunder and we shall not be liable to third parties, NOR SHALL WE BE LIABLE FOR INDIRECT OR CONSEQUENTIAL DAMAGES, except for the limited specific warranty set forth above. THERE ARE NO OTHER WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, AND WE SPECIFICALLY MAKE NO WARRANTY WITH RESPECT TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. We do not make any guarantee with respect to any other parts. This warranty applies to labor provided during normal working hours only. Additional charges will apply for other than normal working hours.

*All canceled repairs are subject to a 20% service fee.*

**RIGHT TO ENTER PREMISES AND REMOVE MATERIALS** If payment is not made when due hereunder, and if the parts and materials to which we have provided may be easily removed without injury to the premises, we may, in our sole discretion and without waiver of other remedies available to use, remove and sell such parts and materials and collect from you any unrecovered balance of amount owed under this invoice. Owner hereby grants permission to BROOKLYN ROLLS to come on the owner's premises to remove any such parts and materials.