

TURBOCHEF TECHNOLOGIES, INC.

## End User Trial Oven Program

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Potential end users wishing to “trial” an oven (or multiple ovens) may do so by completing the End User Trial Oven Agreement (DOC-1108). The purposes of this offer are to enable TurboChef to:

- Continue to provide ovens for legitimate trial purposes
- Control its assets in the field
- Ensure accountability for the transaction

The trial period will be 90 days, beginning the day the oven is shipped to the end user. TurboChef will fill requests with new or refurbished ovens at its discretion. If a new oven is not returned to TurboChef by the end of the trial period, the end user will be billed at list price. If a refurbished oven is not returned to TurboChef by the end of the trial period, the end user will be billed at 30% off list price.

The terms of this program may be changed by TurboChef without notice.

### Frequently Asked Questions

➤ **Who will be invoiced for the oven?**

The end user requesting the unit will be invoiced for the trial oven if it is not returned at the end of the trial period, per the terms specified above. Upon request of the trial oven, the end user will be required to submit a completed credit application, which will be processed in the same manner as if the end user were purchasing an oven.

➤ **What happens if I want to keep the oven beyond the trial period?**

These ovens are intended to be returned at the end of the trial period; however, when the oven ships to you, an invoice will be generated that will have payment terms coinciding with your trial period. Any ovens not returned will deem the invoice payable, effectively allowing you to purchase the oven. The end user will pay list price for a new oven or 30% off list price for a refurbished oven.

➤ **How can I tell if my trial oven is new or refurbished?**

On your order confirmation, the condition of the unit is noted in the description. In addition, the oven serial number will indicate if you have a new or refurbished unit. Serial numbers of refurbished units end in R or RS.

➤ **Does this oven carry a warranty?**

New ovens carry a one-year warranty effective at the time of oven purchase. During the trial period, the oven will be considered under warranty even though the effective date will not begin until the oven is purchased.

Refurbished ovens carry a 90-day warranty effective at the time of oven purchase. During the trial period, the oven will be considered under warranty even though the effective date will not begin until the oven is purchased.

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