

707 NORTH STREET  
ROCHESTER, NY  
14605



TOLL FREE  
800-821-0114  
MON - FRI 8:30 AM to  
5:00 PM EASTERN  
TIME  
FAX 585-546-4452

To All of Our Old and New Customers,

We are pleased to introduce our new 2011 catalog. Often people remark that "there is one constant in life, change". RSF started in 1938 and is now a third generation business owned and operated by Daniel Korn and his sister Christine Doherty. Over the years we have successfully offered to our customers a great selection of quality items at great prices. We have what you need and the advice to make sure you are purchasing the correct item. We are there to support you both during and after the sale. Our company motto is "your satisfaction is our future", and it is our commitment to you. If you don't see what you're looking for, please ask.

We look forward to working with you.

The Staff of Rochester Store Fixture

Paid for in part by the City of Rochester

**Prices Subject To Change Without Notice**

### Rochester Store Fixture, Inc. Terms/Conditions/Ordering Information

**HOW TO ORDER:** Call us at 800-821-0114, or locally at 585-546-6706. Sales persons are available from 8:30 AM to 5:00 PM Eastern time, Monday through Friday. Our fax number (available 24 hours a day, 7 days a week) is 585-546-4452. E-mail addresses will be posted at our website at [www.RochesterStoreFixture.com](http://www.RochesterStoreFixture.com).

**PRICES & TERMS:** Your net cost is shown for every item in this catalog. Customer pays shipping charges from point of shipment. Manufacturers reserve the right to improve their products and change specifications without notice. If purchaser has not been previously approved by our Credit Department, orders can be shipped COD or charged to MasterCard or Visa. Our low pricing policy requires payment with an order on large or special order equipment. **All prices subject to change without notice.**

#### **WARRANTIES:**

**Parts:** All merchandise shown is offered as free of defects in materials and workmanship.

**Equipment:** We have listed the manufacturer's warranty wherever possible. There are no warranties, express or implied, by RSF, and no oral representation shall serve to modify the terms of sale. RSF however, will make a good faith effort to work with the customer and the manufacturer in the event the product proves to be defective within the manufacturer's warranty period.

**PRODUCT SUITABILITY:** Before ordering any equipment, check measurements and specifications carefully to be sure units will pass through doorways, go around corners, navigate stairways, etc. Customer must assume responsibility for this. Only you can determine if units can be installed upon arrival. RSF cannot be responsible for how a product is installed or used. Before purchase and use of a product, please review the product application as well as state and local codes and regulations, and be sure that the product, installation and use will comply.

**RETURNS:** Our approval is required before making returns. The customer is responsible for shipping both ways unless it is a vendor error.

**Parts:** A 20% restocking fee will be charged for returns made for any reason other than our error. No returns on special order parts.

**Equipment:** The return of direct shipped or special order merchandise is subject to the prior approval and returned goods policy of the manufacturer. All items must be shipped prepaid, within 30 days from date of shipment, in original packing, and are subject to inspection before a credit will be issued. Unauthorized returns will not be credited. Replacement items will be charged to the customer if defective items are not returned.

#### **Freight and Shipping Information**

**SHIPPING:** Most items in this catalog are shipped from our stock, Rochester, NY unless otherwise noted.

**UPS-FedEx:** We ship via U.P.S. or Fedex if items do not exceed their limits. Shipping, handling and insurance charges will be added to customer's invoice. There is an additional fee for COD shipments. Payment must be made by certified check or money order.

**FREIGHT:** Items too large to be shipped via U.P.S. or Fedex will be shipped by a freight company. We will be happy to provide you with an estimate of freight charges. All freight shipping and handling charges will be prepaid and added to customer's invoice or shipped freight collect.

**UPS/FedEx/FREIGHT DAMAGE:** The customer is responsible for inspecting and unloading shipments. When carrier accepts merchandise he assumes responsibility for safe delivery. **DO NOT SIGN** for shipments until you are satisfied that there is no apparent damage or shortage. Any problems must be noted on the shipping receipt with the driver and reported to Rochester Store Fixture immediately. **SAVE ALL SHIPPING MATERIALS FROM ANY DAMAGED SHIPMENT.** If there is concealed damage, notify the shipper within five days and request an inspection. All freight claims are the customer's responsibility. We will assist you upon request.

