

Middleby Concierge Delivery Program

Program overview for Middleby buyers, distributors and end users

Middleby Concierge Delivery takes a new unit from the factory to its final spot in the kitchen, connects it to the site's existing utilities, and takes the old unit away, in one coordinated visit. **The REWIND Company** handles the logistics labor: receiving, storage, delivery, uncrating, set in place and removal. **Unlimited Service Group (USG)** handles the wrench turning: any site survey, plus final connections and disconnections. Each works under its own authorization number and invoices separately.

WHO DOES WHAT

	Responsible for	Not responsible for
REWIND – logistics labor	<ul style="list-style-type: none"> • Receiving and inspection at a REWIND warehouse • Storage: first 5 business days included • Delivery to the room of choice on the main level • Uncrating, set in place, dunnage and debris removal • Removal of the old unit to the recycler (like-for-like swap) • Up to 5 photos per job 	<ul style="list-style-type: none"> • Delivery above or below the main level • Packaging for return or reallocation • Utility connections of any kind • Permits
USG – wrench turning	<ul style="list-style-type: none"> • Site survey where the unit's category requires one • Final connection of the new unit to existing power, gas, water and drain • Disconnection of the old unit • Start-up checks per the manufacturer 	<ul style="list-style-type: none"> • New circuits, voltage or phase changes, panel work • Gas line extensions, regulator changes, gas conversions • New water or drain lines, floor sinks, backflow devices • Hood or fire-suppression changes
Buyer / site – before delivery	<ul style="list-style-type: none"> • All rough-ins complete and inspected • Clear path from truck to kitchen • Permits, if required • A named point of contact for the job 	<ul style="list-style-type: none"> • Delivery, set in place and removal (REWIND) • Final connections and disconnections (USG)

THE ONE RULE THAT DECIDES READINESS

Final connection means connecting to utilities that are already there. Power, gas, water and drain must already exist at the point of use, within 48 inches of the unit's final position, and match the new unit's specifications (voltage, phase, amperage, gas type and BTU, water and drain size). Anything upstream of that point is site work, done by the site's own licensed contractors before delivery day. The Pre-Purchase Site Readiness Checklist walks through each item.

HOW TO ORDER

1. **Before the PO:** complete the Pre-Purchase Site Readiness Checklist for each unit with the end user. Attach the spec sheet and photos of the install location and each utility connection point.
2. **At order entry:** send the order confirmation, spec sheet, completed checklist, the Concierge Delivery Request Form and the named point of contact to REWIND the same day the order is placed, not when it is ready to ship.
3. **Survey (if required):** REWIND books USG. If the survey finds site work is needed, the buyer's contact receives the list of rough-ins owed; the unit ships once the site is cleared.
4. **Delivery:** freight arrives at the REWIND warehouse and is inspected. REWIND confirms the delivery window; USG confirms the appointment with the end user. Go/no-go is confirmed two days before and on the day.
5. **Close-out:** delivery, removal and connection are confirmed. REWIND and USG each invoice against their own authorization number.



FREIGHT, STORAGE AND DAMAGE

- All incoming freight and paperwork must be labeled with the project name and PO number, in care of the REWIND warehouse.
- When REWIND is not arranging the inbound freight, it needs 24 hours' notice before shipping: carrier, tracking/PRO number (including interline) and ETA.
- Every unit is counted and inspected on receipt. Damage is photographed and reported to Middleby and the buyer, and handled through the Returns / RMA process.
- Standard carrier liability is \$0.50 per pound. Additional coverage is available on a quoted basis and should be requested at order.
- Storage beyond the first 5 business days is billed weekly per skid until the job completes.

SERVICE AREA AND ADD-ON SERVICES

Standard pricing applies within 100 miles of a REWIND warehouse; beyond that, jobs are quoted. Locations more than 60 miles from the nearest USG service agent may incur additional USG charges. The following are available on request and may add cost:

Add-on	Notes
Time-specific appointment	Inside a window narrower than 6 hours, business hours 8 am–5 pm M–F
After-hours or weekend work	Quoted per job
Additional units	1–3 extra units on the same shipment at per-piece pricing; 4+ quoted
Wait time	First hour on site included; billed in 15-minute increments after
Second trip	If the site isn't ready or access isn't available on the scheduled day
Light assembly	Shelving, tables, casters; confirmed by the warehouse
Equipment stacking	Coordinated with USG, who supplies and operates the lift
Extra labor, extra photos	If the job needs more than the standard crew or 5 photos

An attempt fee applies if delivery can't be completed because the site isn't ready: half the concierge delivery charge plus any added storage and transportation. Pricing is per the current Middleby Concierge Delivery proposal.

ONE POINT OF CONTACT

Each order names one buyer-side contact, usually the distributor's rep, plus a backup. That person answers site questions and owns the checklist. REWIND is the single contact for everything else and coordinates USG, the warehouse and the carrier.

Program contact	
REWIND	The REWIND Company 775 Yard Street, Ste 250, Columbus, OH 43212 [phone] [program email]
USG	Scheduled through REWIND
Middleby	[Middleby program contact]