

# The Nitty Gritty



## Delivery Minimum and Freight Charges

Each of our unique routes has an established minimum order to qualify for free delivery. Orders not meeting the minimum will be assessed a delivery charge. Check with our Sales Team to determine the minimum order and delivery charges associated with your location. A "will call" option is also available at no charge.

Please note the following out of state delivery charges:

- Arizona — \$90.00/pallet
- New Mexico — \$110.00/pallet
- Colorado — \$110.00/pallet

## Prices

We produce an availability list seven days a week that reflects our most current pricing. Although we make every effort to charge what we quote, all prices are subject to change without notice.

## Payment

Our standard payment terms are "net 10 days" and can be established after our Finance Department has had a chance to review and approve your completed credit application. Please allow two weeks for processing. If our standard terms do not meet your needs, please let our Sales Department know so we can work with you. Past due accounts may result in order delays.

C.O.D. payment is also an option if you want to place an order before your credit terms are established.

## Order Check-in

Because our drivers maintain a very tight schedule, they can not always wait while you check the order. After our driver delivers your order, please carefully review it. Should you have an issue or concern, please contact your Account Manager within 24 hours of the delivery.

## Returns

You must be pre-approved to receive credit for returned product. Once the product is ready for pickup, drivers will give you a "product return receipt" for product that has been authorized for return. Returns must be in clean, salable condition. They must be in their original boxes, without any markings. Partial cases will not be accepted as returns unless previously arranged with your Account Manager.

Please have items for return readily available for the driver. Items not returned within one week will not be credited.

## Credits

Although our goal is to ensure only the freshest and best quality product leaves our warehouse, we understand some products may arrive that do not meet your quality standards. Please follow the below credit procedure to insure timely credits.

Credit requests should be made directly with your Account Manager. Please be prepared to tell us the product and grower, invoice number, and the nature of the problem. All credits must be called in within 24 hours of receiving your delivery. If your Account Manager has indicated the product must be returned (see above Returns), credit will not be issued unless our driver has issued a product return receipt.

## Restocking Fees

Mis-ordered items that are returned will be assessed a 10% (\$2.00 minimum) to restock the product.

## Split Cases

We offer a wide range of items available as a split-case quantity. These items appear as bold and italic type on our Availability List. Each day our team pre-selects the very best quality items and labels available for less than a full case.

Our Availability List indicates half case or other partial amount as a distinct item, separate from a full case listing. As a unique entry on the Availability List, each item's price will be displayed by sell unit, eliminating the need to calculate a final cost.

Split-case items are not identified by farm name/label on our Availability List; however, the farm name/label is visible on the Sales Confirmation and Invoice.

