

## CROWN PACIFIC FINE FOODS TERMS AND CONDITIONS

Please carefully review our Terms and Conditions. By ordering from Crown Pacific Fine Foods (CPFF), you acknowledge reviewing our most current Terms and Conditions.

### CREDIT POLICY

Crown Pacific Fine Foods is happy to extend credit to our customers with a completed, current and approved credit application on file. In some instances if credit has been placed on hold and/or revoked, you may be required to reapply for credit.

### ORDER POLICY

When placing an order, it is important to use our item number. This will assure that you receive the items and brands that you want.

To place an order please contact our Order Desk:

**Phone: 425-251-8750**

**Fax: 888-898-0525**

**EMail: [orders@cpff.net](mailto:orders@cpff.net)**

*NOTE: In order to avoid duplicate entry and/or duplicate charges please let your sales representative know if you have already phoned or faxed in your order.*

### ORDER CUTOFF

Orders will not be accepted after 9 am, 48 hours prior to your next delivery date. Please be sure to have your orders in prior to your Order Cut Off time.

### LEAD TIME

Orders will ship within 48-72 hours of receiving the order. Most orders for delivery can be ready within 36 hours. Orders for Will Call require 24 hours.

### WILL CALL HOURS

Monday thru Friday 10am - 4:30pm at our Kent, Washington Warehouse location only. Please call for our current holiday schedule. We strongly suggest you call our office 1 hour prior to arrival to ensure your order is on the dock, ready for pick up.

### TERMS

Payment terms on all new accounts are COD, or credit card. Term Accounts are Net 10 or Net 14; we do not offer Net 30. Returned checks will be charged \$35.00 for handling. If an outstanding balance does occur, no future orders will be shipped. We reserve the right to charge interest at 2% per month on all outstanding balances.

### OUT OF STOCK ITEMS

Please reorder undelivered items, as we do not maintain any backorder records. Quantities shipped are subject to stock availability. Some Items may or may not be available depending on Stock On Hand and manufacturer availability.

### FREIGHT POLICY

There is a \$300.00 order minimum. Orders outside of our delivery area, (the greater Seattle vicinity) are shipped via FedEx or LTL have the following freight terms:  
Orders \$450.00 or more we offer a 3% freight allowance. All FedEx orders will be assessed a handling fee. Orders between \$300 - \$450, freight is paid by the customer. We do not accept orders placed for less than \$300.00.



### SHIPPING

For specific information about shipping charges for extreme and/or warm weather, please contact (425) 251-8750.

### DELIVERY

You must have someone available to receive and inspect your order. If you do not have someone available to receive your order on your scheduled delivery day, you may be subject to a redelivery and/or restocking fee.

### RETURNS & CREDITS

Please inspect and count your order. No returns of any kind without authorization from your sales representative.

### MANUFACTURER PACK SIZE AND LABELING

Crown Pacific Fine Foods makes every effort to validate manufacturer pack sizes as well as other items such as labeling and UPC's. However from time-to-time, a manufacturer will not properly notify CPFF of such changes. In the event that there is an error of this sort, CPFF will make every effort to have the manufacturer replace the product at no cost to our customer with the exception that; Commodity item pack size are subject to change from manufacturer, no replacements or discounts are offered on these items.

### MANUFACTURER SPECIFICATION INFORMATION & ATTRIBUTES

Crown Pacific Fine Foods maintains a database of item attributes that a manufacturer provides including, but not limited to, Sugar Free, Gluten Free, Organic and Kosher. We also keep a current database of Manufacturer Provided Nutritional Facts, Ingredients and Allergen Statements. We make every attempt to keep this database up-to-date however, if you have any question about a product specifications and/or attribute we suggest you contact the manufacturer directly to validate this information. If you would like to receive a copy of the manufacturer provided information, please contact your sales representative. Please note, that we can only accommodate requests for less than 10 items at a time and may require 72 hours notice.

### PRODUCT RECALLS

If CPFF receives information regarding a Product Recall we will notify our customers who have purchased that product. This notification will be through our email distribution channel and/or posted to our website. You must be signed up on our email distribution list to receive these types of notices.

### DISCONTINUED ITEMS

As a courtesy, Crown Pacific Fine Foods will attempt to give our customers 30 day notice of items we plan to discontinue. This notice will be via our email distribution. You must be signed up on our email distribution lists to receive these notices. Please note that occasionally a manufacturer discontinues an item without notification to CPFF.

**Pricing and inventory status are subject to change at any time, without notice.**