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## Company Policies rev 1.8 10/20/2014

### ORDERING:

- **MINIMUM ORDER:** Small orders are very expensive to deliver! In order to keep our prices low we ask for a \$350.00 minimum. Orders under this amount will be charged a \$25.00, small order fee.
- **DELIVERED ORDERS** may be placed by phone, fax or email and are due two days before scheduled delivery by 12 noon, we will do our best to accommodate small additions and changes after that time. Orders not placed on time may not be delivered.
- **PICKUP ORDERS** are due the day before scheduled pickup by 12 noon, we will do our best to accommodate small additions and changes after that time.
- **SPECIAL ORDERS** cannot be returned or cancelled once in process. You will be notified when you place your order of anything that falls in this category.

### PRICING:

- All prices are subject to change without notice. It is our intention to provide 30 days notice on price changes but the amount of notice given is directly related to the amount of notice we receive from the manufacturers.
- We make every effort to prevent errors, but mistakes can occur. We reserve the right to correct typographical errors on any communication from Paws-itively Purr-fect Nutrition. We are not responsible for any errors or typographical errors made in direct communications from our manufacturing partners.

### VENDOR PROGRAM CREDITS:

- Credit amounts for vendor programs such as advertising or frequent buyer programs may NOT be deducted from invoices from PPN, invoices are to be paid in full. Credits from vendors will be given upon approval and payment from the manufacturing partner, not before.
- PPN is NOT responsible for credits denied by its manufacturing partners.

### PAYMENT:

- **All orders are COD** (cash, check, money order or certified check) unless prior arrangements have been made our drivers will require a check prior to unloading orders.
- **PAYMENTS ACCEPTED:** We prefer payment by cash, check, money order or certified check but for the added convenience to our customers we will accept credit card payments. Please note that a 3% processing fee will be added to your balance due when paying by credit card. Arrangements MUST be made for this payment method prior to delivery.
- **Check Fee:** A fee of \$25 will be charged for any returned or cancelled checks.
- **ACCOUNTS:** Please pay invoiced amount, if you feel a mistake has been made please contact us immediately. The only exception will be shortages that are signed off on by our driver.
- **PAST DUE ACCOUNTS:** Any accounts past due over 30 days are subject to a late payment fee of 1.5% per month. In the event legal action becomes necessary to collect past due balances, collection and/or attorney's fees will be added to the amount due.

### RETURNS:

- All requests for returns must be made within 5 business days, approved by Paws-itively Purr-fect and physically returned to our driver when you receive your next order.
- All return requests must be called in to the PPN offices and pre-approved. Our drivers will not accept returns without an RMA/Credit form.
- Any approved return requests will be assessed a 20% restocking fee.
- We Do NOT accept returns for:
  - Outdated food or products
  - Slow sales or special order items not picked up
  - Discontinued items
  - Shopworn or price marked items
  - Damages not caused by the staff of Paws-itively Purr-fect Nutrition, or transport by Paws-itively Purr-fect Nutrition
  - ANY Raw Products (excluding packaged returns from manufacturers that allow for returns, NO BULK)

### CLAIMS (damages, shortages, etc):

- We encourage you or your staff to work with our drivers to check items at the time of delivery. However we also understand that servicing your customers comes first so claims can be made within 24 hours.
- We reserve the right to require check in and sign off on the check in.

### PROMOTIONS

- Delinquent accounts are not eligible for any promotions or discounts.