

## **SALES POLICIES**

ISLAND NATURAL SELLS STRICTLY WHOLESALE AND ONLY TO ACCOUNTS FOR RESALE. WE REQUIRE A TAX RESALE CERTIFICATE COMPLETE WITH THE ACCOUNT'S RESALE NUMBER FOR ALL ACCOUNTS WITHIN THE STATE OF NEW YORK.

### **HOURS:**

OUR PHONES ARE OPEN FOR ORDERING MONDAY THROUGH FRIDAY FROM 8:00 A.M. TO 5:30 P.M.. ORDERS FOR NEXT DAY DELIVERY MUST BE PLACED BY 2:30 P.M.

### **ORDERS:**

OUR MINIMUM ORDER FOR FREE DELIVERY IS \$400. DEPENDING ON FUEL COSTS, WE MAY IMPOSE A DELIVERY SURCHARGE. A SURCHARGE FOR SHIPPING AND HANDLING IS ADDED TO ORDERS UNDER \$400.

### **PRICING:**

ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. WE DO NOT BACK ORDER OUT OF STOCK ITEMS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

### **PAYMENT TERMS:**

NEW ACCOUNTS WILL BE SHIPPED C.O.D. CASH OR APPROVED CREDIT CARD UNTIL SATISFACTORY CREDIT ARRANGEMENTS ARE ESTABLISHED WITH OUR OFFICE.

RETURNED CHECKS ARE SUBJECT TO A \$30 CHARGE FOR EACH OCCURRENCE. ACCOUNTS WHOSE CHECKS ARE RETURNED TO US BY THE BANK DUE TO INSUFFICIENT FUNDS WILL BE PLACED ON A COD CASH ONLY BASIS.

PLEASE PAY YOUR BILLS ON TIME. A 1.5% SERVICE CHARGE IS ADDED TO PAST DUE BILLS.

WE DO NOT SHIP TO STORES WITH OVERDUE INVOICES UNLESS SPECIFIC PAYMENT ARRANGEMENTS HAVE BEEN MADE AND MAINTAINED. STORES WHO ARE CONSISTENTLY OVERDUE WILL BE PUT ON C.O.D OR CASH IN ADVANCE.

### **COLLECTION:**

SHOULD COLLECTION OR LEGAL ACTION BECOME NECESSARY TO COLLECT ANY OPEN BALANCE, THE CUSTOMER WILL BE RESPONSIBLE FOR ALL LEGAL AND COLLECTION EXPENSES.

### **MISSING, DAMAGED OR DATED MERCHANDISE:**

UPON DELIVERY, WHILE THE DRIVER IS THERE, IT IS NECESSARY TO CHECK THE MERCHANDISE FOR CASE COUNTS, DAMAGE AND DATING. IF THERE IS A PROBLEM, (1) NOTIFY OUR OFFICE WHILE THE DRIVER IS STILL PRESENT AND (2) WRITE THE THE PROBLEM ON YOUR COPY OF THE INVOICE AND ON THE COPY THAT THE DRIVER KEEPS. ONCE A RECEIPT IS SIGNED AND MERCHANDISE IS ACCEPTED, WE ARE NOT RESPONSIBLE FOR CASE SHORTAGES, DAMAGE OR SHORT DATING.

FOR ANY OTHER PROBLEMS WITH YOUR ORDER, PLEASE NOTIFY OUR OFFICE WITHIN 48 HOURS OF THE DELIVERY.

### **MERCHANDISE RETURNS AND CREDITS:**

CREDIT FOR RETURNS IS ALLOWED ONLY WHEN RETURNS ARE (1) PERFECTLY CLEAN, UNMARKED AND SALABLE AND (2) ACCOMPANIED BY OUR WRITTEN RETURN AUTHORIZATION.

NO CREDIT IS ALLOWED FOR RETURNS OF DAMAGED GOODS OR CLAIMS FOR MISSING MERCHANDISE *UNLESS* REPORTED UPON DELIVERY AND INDICATED IN WRITING ON THE INVOICE KEPT BY THE DRIVER. CREDITS ARE REDUCED IF RETURNED MERCHANDISE REQUIRES SPECIAL CLEANING OR PACKAGING BEFORE RESTOCKING.

IT IS OUR POLICY TO DISPOSE OF ALL DAMAGED MERCHANDISE.

WHEN CALLING ABOUT A RETURN OR CREDIT REQUEST, BE SURE TO HAVE THE RELEVANT INVOICE NUMBER AND INVOICE DATE.