

ORDERING INFORMATION

CONTACT INFORMATION

Phone ó 269.965.1199 [Extension List ó {x100 ó ordering} {x101 ó accounting-everything after you've received your order}]
Fax ó 269.965.8500 email ó orders@somethingbetternaturalfoods.com email accounting: ar@somethingbetternaturalfoods.com
website ó www.somethingbetternaturalfoods.com
Wholesale Hours - (Eastern Time) Monday-Thursday 9:00-5:00pm; Friday 10:00-1:00pm; Closed Saturday and Sunday.

ORDERING

When ordering by any of the methods below, please include your customer number (or mention that you are new), the complete 6-digit item number of the product you want, and the quantity. ***Please do not include prices or catalog page numbers!***

- Phone orders (269.965.1199) **Orders placed by this method are considered final when the phone call ends.**
- Fax, Email & Website orders ó Orders received by these methods will receive an order confirmation (a copy of the order as it has been entered into our computers) by the method the order was placed. Please include appropriate contact information with your order to facilitate the return of a confirmation. Website orders will be confirmed via email. **Orders placed by these methods will be considered final 2 hours after we have returned your confirmation to you. Any changes or corrections to the order must be made during that 2-hour period.**

ORDER DEADLINES

Orders for our truck must be finalized **no later than 3:00pm Eastern Time on the Wednesday** listed on your delivery schedule. Orders are fulfilled as they are received and our products are available on a first-come, first-served basisó so early orders are encouraged. Orders finalized after 3:00pm will be charged a late order fee of \$25.00 or may not be delivered.

PAYMENT

New accounts must be pre-paid by Credit Card (VISA, MASTERCARD & DISCOVER ONLY) for the first few orders. After that, payment is required at the time of delivery using cash, check, or money order. A handling fee will be applied for multiple payments against the same invoice. Returned checks receive a \$35.00 charge for each time returned. Any credit card challenges, charge backs or holds will be assessed a \$35.00 fee per incident, in addition to any charges levied by the credit card issuer. Declined credit cards may be assessed a \$5.00 charge for each attempt to process the card.

All UPS and Commercial Carrier orders must be prepaid by Credit Card.

DELIVERY METHODS

OUR TRUCK: Within our delivery area the following options are available.

- \$450.00 minimum (before tax and freight)
- \$350.00-\$449.99 with an additional \$15.00 delivery fee (before tax and freight charges)
- \$250.00-\$349.99 with an additional \$30.00 delivery fee (before tax and freight charges)
- \$150.00-\$249.99 with an additional \$45.00 delivery fee (before tax and freight charges)

A freight charge will be added to orders delivered by our truck, please check our website for current freight rates.

You will need to fill out an application if you are a first time Truck Delivery Customer.

COMMERCIAL CARRIER: For orders outside our truck delivery area we have discount arrangements with other delivery companies that will allow you to place an order and get a reasonable shipping rate for more than 400lbs. Please call for details. **You will need to fill out an application if you are a first time Commercial Carrier Delivery Customer.**

CUSTOMER PICKUP: We now have a retail outlet. Please check our website for store hours. All products with an AA in the item code are available in-store. All other items require a 7-day pre-order and will be assessed a 5% handling charge.

UPS: UPS orders must be at least \$50.00 before shipping charges. **Items packed in glass and some 50lb bags cannot be shipped UPS.** An additional \$10.00 handling fee will apply to orders under \$50.00. Fees assessed by UPS for incorrect address and shipping information will be applied along with a \$2.50 adjustment fee.

CHECK-IN & RETURN POLICY

In order to honor requests for adjustments to an invoice, we ask that the following steps be taken after you receive your delivery:

1. Check the entire order against the delivered invoice for accuracy **before** distribution or repacking.
2. Verify the contents of each box (many of our products are repacked)
3. Report inaccuracies or requests to return unopened items within 7 days of delivery*. All returns **MUST** be pre-authorized. Unauthorized returns will not receive credit.
4. Make your request to the accounting department when you have completed the above steps and are confident you have a complete and accurate report. Multiple requests may incur penalties.

*Quality issues are exceptions and can be reported any time within 2 weeks of your delivery.

Items must be returned in their original packaging and in saleable condition – they may not have markings or stickers on them. DO NOT write on your returns unless told to do so by the accounting department. Returned items not meeting the above conditions may be recharged to your account or credit card. Refused and returned orders will be assessed a restocking fee of 15%. Freight and handling will not be credited on returned products. Catalogs are non-refundable.