

Policies and Procedures

A. Sales Terms ‐ Terms will be extended only upon completion and approval of Denver Foods credit application.

B. Ordering Procedures, Minimums, & Freight Costs ‐ Orders can be placed up until 4pm 2 days before pickup or before your normally scheduled delivery day. Denver Foods has three delivery zones. Each zone has a different order minimum as well as a corresponding flat freight rate. Some additional charges may apply to certain areas within the following zones. Zone 1 = 0-50 miles, \$500 Minimum Order, Flat Freight Rate \$50. Zone 2 = 50-125 miles, \$750 Minimum Order, Flat Freight Rate \$75. Zone 3 = 125-200 miles, \$1000 Minimum Order, Flat Freight Rate \$100. We offer a 2% pickup allowance for all orders over \$500. For pickups no minimum will apply. Orders can be placed via phone at: (717) 738-0454, by Fax at: (717) 738-0437, or by email to orders@denverfoods.net. Freight Outside Zones ‐ We can deliver nation wide with our outside carrier program. All delivery points outside our normal zones are on a individual quote basis. Or, if you would prefer you can arrange for your own freight carrier to pick up your order.

C. Delivery Schedule & Procedure ‐ Currently Denver Cold Storage will be handling all our logistics needs. They will schedule all Denver Foods orders before delivering and will be able to handle C.O.D. payments, and returns. They will not be able to handle cash, so you will need to choose from one of the following payment options, see below. For detailed delivery times or other information on your deliveries please call Sarah at Denver Cold Storage at (717) 336-3900.

D. Payment & Return Policy ‐ Denver Foods will accept the following payment options: Company or Personal checks if terms have been established, and Certified Check, Money Order, and Credit Card (MasterCard & Visa) if no terms have been established. Denver Foods will be utilizing Denver Cold Storage (DCS) as our main storage, picking, and shipping facility. Returns will be handled using (DCS) procedures to ensure better inventory control of products.

E. Pallet Exchange ‐ Denver Cold Storage requires pallet exchange for all orders that leave the warehouse on pallets. If you do not have good usable pallets for exchange you will be charged \$6.50 for each pallet you receive. Please be mindful of this and prepared when you receive a delivery and especially when you pick up at our warehouse, if you intend to take product away on pallets. Each customer will be responsible to pay DCS or Denver Logistics for any un-exchanged pallets. Denver Wholesale Foods will not be responsible for these costs.

As a convenient alternative, Denver Cold Storage will offer our regular customers the option of establishing a “pallet bank” which would eliminate the need to pay for the pallets immediately and give you the flexibility of giving extra pallets at times to make up for the times you are short on pallets. If you are interested in this option please contact someone in the DCS Customer Service Department at (717) 336-3900. If you have any questions please feel free to contact us.