



Denver
WHOLESALE FOODS



NEW CUSTOMER PACKET

New Customer Packet Instructions

Denver Foods New Customer Application	Page 1
Fill this out and return it before you place your first order. Make sure to check the box for your desired form of payment and fill out any forms needed to pay via that method.	
Credit Application and Personal Guarantee	Page 2
Fill this out if you are applying for credit terms	
Authorization for Release of Information	Page 3
Fill this out if you are applying for credit terms	
Credit Card Billing Authorization Form	Page 4
Fill this out if you wish to pay via credit card. This needs to be on file before your order ships. Check order by order if you wish to use the card only once. Check automatic if you would like us to keep the card on file for all orders.	
Wiring Information	Page 5
Information for payment via Wire Transfer or ACH	
How to place an order	Page 6
Read for detailed instructions on placing an order	
Shipping and Delivery Information	Page 7
Read for detailed shipping and delivery information	
Policies and Procedures	Page 8
A quick reference and overview of the ordering, shipping, and payment process	

Denver Foods New Customer Application

Business Name _____ Line of Credit Requested \$ _____

Phone (_____) _____ Fax (_____) _____

Address _____ For Past _____ years

Shipping Address _____

D/B/A _____ Federal Tax ID# _____

Former Business Address (if applicable) _____

Type of Business _____ Date Established _____ How long in Business _____

Mortgage holder/Landlord _____

Address _____ Phone # _____

AP Contact _____ Phone# _____ Fax# _____ Email _____

Does State, County, or City require a License? Yes No If Yes, License # _____

OWNERSHIP: Sole Proprietorship Partnership Corporation Other _____

PRINCIPAL:

(NAME) (Title) (SS#)

PRINCIPAL:

(NAME) (Title) (SS#)

First Order Payment Method: Certified Check Money Order: Credit Card ACH/Wire

Desired Payment Method for Continued orders: Check Credit Card ACH/Wire

Complete Below to apply for 7 day terms

TRADE REFERENCES:

(Name)	(Address)	(contact)	(Fax #)	(Phone #)
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

BANK REFERENCES:

(Name)	(Address)	(Acct #)	(contact)	(Phone #)
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

No. of Employees _____ Est. Annual sales _____ Sales Area _____

Credit Application

Has the firm or any of its principals ever been Bankrupt? Yes No

If Yes, explain _____

Any misrepresentation in this application will be considered evidence of fraud, since this information is the basis for the extending of credit. As an inducement to grant credit, the undersigned warrants that the information submitted is true and correct. You are authorized to investigate the credit references and principals listed.

In consideration for the extension of credit, said business promises to pay for all purchases within the terms agreed and agrees to pay a service charge per month of 1-1/2% per month (18% annual percentage rate) on all past due balances. In the event any third parties are employed to collect any outstanding monies owed by said business the undersigned agrees to pay reasonable collection costs, including attorney fees, whether or not litigation has commenced, and all costs of litigation incurred. The undersigned represents that he/she has the authority to execute this credit agreement on behalf of the business identified.

(Name of Business)		
(Print Name)	(Title)	(Signature)
(Print Name)	(Title)	(Signature)

Personal Guarantee

In consideration for Denver Wholesale Foods extending credit to the business identified below for any materials and/or services after this date at the request of applicants or its agents, the undersigned individual hereby personally guarantees unconditionally and irrevocably the prompt payment of any sums now or hereafter owed to Denver Wholesale Foods by the business identified below whether said sums are due under open account, contract or otherwise.

It is understood and agreed that credit, if extended, is to be on a continuing basis and may exceed estimated maximum credit limit required as stated in the credit agreement between Denver Wholesale Foods and the business. Denver Wholesale Foods shall not be obligated to notify the undersigned of the dates or amounts of any such credit and the undersigned waives demand, notice of default and any extension of time or any other forbearance which may be extended by Denver Wholesale Foods.

This guaranty shall continue in force until notice in writing, sent by registered or certified mail, return receipt requested is received by Denver Wholesale Foods. Said notice shall specify the date on which this guaranty is to be terminated; said date not to be less than seven days after such notice is received. Such termination shall in no way release the undersigned as to any sum or debt incurred prior to such termination.

Date _____ Name: _____
(Name of person guaranteeing payment, NO TITLE)

Home address _____

Home Phone # _____ SS# _____

Signature of person guaranteeing payment _____

Name of Business whose account is guaranteed _____

CREDIT DEPARTMENT USE ONLY

Line of Credit: Approved / Denied Date: _____
Amount \$ _____

Comments: _____



Authorization for Release of Information

I authorize Denver Wholesale Foods, LLC to make such credit investigation as Denver Wholesale Foods, LLC sees fit, including contacting trade references, banks and obtaining credit reports. I authorize all trade references, banks and credit reporting agencies to disclose to Denver Wholesale Foods, LLC any and all information concerning the financial and credit history of the company and myself. For purposes of this authorization a facsimile of my signature may be considered the same as an original.

Name of Company : _____

Authorized Signature : _____

Printed Name : _____

Title : _____ Date : _____

Please remit to: Fax: 717-738-0418

Attn: Justin Mailing Address:
P.O. Box 30
Ephrata, PA 17522



20 W. Mohler Church Rd
P.O. Box 30
Ephrata, PA 17522
Phone: (717) 738-0454

Credit Card Billing Authorization Form

Credit Card Billing Information		
Name on Card:		
Person Authorizing:		
Business Name:		
Credit Card Type:	VISA []	Discover [] MasterCard []
Credit Card Number:		
CVC Number:	Last 3 digits from back of card:	
Expiration Date:		
Credit Card Billing Address:		
City:		
State:		
Zip/Postal Code:		
Phone Number:		
Fax Number:		
E-Mail Address:	(Optional)	
Please Select One of the Following Payment Options:		
Order by Order:	Bill this card for order number: _____ only.	
Automatic:	Bill for every order within terms.	
Would you like a Credit Card receipt from every transaction sent to you? Yes: ___ No: ___		
If so, which delivery format would you prefer for your receipt? Fax: ___ E-mail: ___		
The undersigned guarantees that all information provided is accurate and complete. The undersigned also acknowledges that any sales orders may be terminated at Denver Wholesale Food's discretion if any charges are declined or charge backs are claimed against outstanding invoice amount.		
Cancellation of this Credit Card will only be available if written notification of the cancellation is provided.		

I hereby authorize Denver Wholesale Foods to charge my order to the provided credit card.

Authorized Signature: _____ Date: _____

Please fax completed form to (717) 738-0418 or mail to address at top of page

Denver Wholesale Foods, LLC

P.O. Box 30
20 W. Mohler Church Road
Ephrata, PA 17522

Phone: 717-738-0454

Fax: 717-738-0418

Wiring Information

Ephrata National Bank
31 East Main Street
Ephrata, PA 17522
(717)733-4181

Bank Account #90 446 5

Routing #031308250

How to place an order with Denver Wholesale Foods

We are delighted that you are considering purchasing from Denver Wholesale Foods. Once your account is set up it is time to view our current list of items and let the savings begin. At DWF, orders can be placed 4 ways, through our website, email, fax or over the phone. We would invite you to use our convenient, always up-to-date, website at www.denverfoods.net; item information and pictures are always available with a few key strokes and quantities are updated every 30 seconds. To use the website, just log on at www.denverfoods.net with your username and password, page through our encyclopedia of products and place the items you want to purchase into your online cart. When you are finished placing all the desired items in the cart just process the order and we will receive it here at our headquarters in beautiful Ephrata, Pennsylvania and confirm your order via email.

If you prefer emailing an order, just send us the case quantity to be ordered along with the item number and short product description such as: 2 cs. 111234 hot dogs, to orders@denverfoods.net. While we prefer orders to be sent via web or email, we also receive faxed orders at (717) 738-0418. If you do not have access to the web, email or fax, just give us a call at (717)738-0454 and one of our customer service representatives will take your order.

Orders can be picked up Monday thru Friday; 8:30 am. to 4:30 pm. at 20 W. Mohler Church Rd., Ephrata, PA 17522, not far from the iconic Green Dragon Farmers Market. If you do not live near our pretty little corner of paradise, we do deliver, using a local third-party trucking company. We ask that all orders placed for pick up are completed 24 business hours before your arrival, and deliveries we ask 48 hrs. However, you decide to place an order with us, we look forward to serving you.





Shipping and delivery information with Denver Wholesale Foods



We are delighted that you are considering purchasing from Denver Wholesale Foods. After you place an order and verify that you have all the desired items on your order, you will need to tell us if you plan to pick up at our warehouse or if you want delivery. Orders can be picked up Monday through Friday; 8:30 am. to 4:30 pm. at 20 W. Mohler Church Rd., Ephrata, PA 17522. If you do not live in our vicinity, we can set up delivery for you, using a local third-party trucking company. We ask that all orders placed for pick up are completed 24 business hours before your arrival, and for deliveries, we ask 48 hrs.

The first step in getting set up for delivery is determining your location. Call us at (717)738-0454 Monday-Friday 8:00am. and 5:00 pm., and one of our customer service representatives will assist you in determining what it will cost to get your products delivered to your specified location. The rate is based on your location, the number of skid spaces your order takes up, and a variable rate fuel surcharge.

Of course, you are always welcome to pick up your order at our facility or send in a truck to get it. We just ask that you call us to schedule when sending a truck and we will apply a pick-up discount of 2% for all order over \$500.00. Also, all new customers are asked to secure certified funds (bank check, money order or credit card) for the first order. Give us a call to answer any questions you might have.



20 W. Mohler Church Rd.
PO Box30
Ephrata, PA 17522
P-(717) 738-0454
F-(717) 738-0418

Policies and Procedures

A. Credit Terms - Net 7-day payment terms will be extended only upon completion and approval of Denver Foods credit application.

B. Ordering Procedures, Minimums, & Freight Costs - Orders can be placed anytime through the website, however, they will only be processed and confirmed during normal business hours, and they can only be picked up Monday-Friday and 8:30 AM-4:30 PM. Pickup orders must be placed by 4 PM, and 24 hours before your preferred pickup date. Delivery orders must be placed by 4 PM, two business days ahead of your delivery day.

Denver Foods can provide delivery to most locations via third party carriers. Freight rates and minimum order size will vary depending on delivery location and number of pallets being shipped.

For pickups, no minimum will apply. Orders can be placed online, via phone: (717) 738-0454, by Fax: (717) 738-0418, or by email to orders@denverfoods.net

If you would prefer, you can arrange for your own freight carrier to pick up your order. We offer a 2% pickup allowance for all orders over \$500.00

C. Delivery Schedule & Procedure - Denver Logistics handles most of our logistical needs. They schedule the orders before delivering and are able to handle COD payments and returns. They do not handle cash, so choose from the payment options listed below in point C. For detailed delivery times or other information on your delivery, please call them 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. Certified Check, Money Order, or Credit Card is required for the first order placed on a new account.

All returns or discrepancies on this invoice must be reported within 48 hours of delivery in order to receive credit. All returns or credits must be authorized by a Denver Wholesale Foods customer service person. There will be no charge for customers who return defective, damaged, or mis-picked products. There will be a restock fee of 5% with a minimum of \$10.00 for any item returned for any other reason.

E. Pallet Exchange - Denver Foods requires pallet exchange for all orders that leave the warehouse on pallets. 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.

Catalog Legend Key- F= Frozen R = Refrigerated D = Dry I= Institutional/Foodservice C = Continuity Item
S = Special Price #=Check weight item

Date Legend: PD - Production Date UB - Use By Date BB - Best By Date FB - Freeze By Date
CS - Date on Case Only SB - Sell By Date EX - Expiration Date