



SUMMIT SPECIALTY FOODS COMPANY POLICY

Thank you for taking the time to read over our Company Policies carefully. At Summit Specialty Foods we value our relationships with our partners, and we think that a clear understanding of our policies is the first step to ensuring outstanding customer service.

How to Order: To place an order please contact your local sales rep or contact Summit Specialty Foods Order Desk.

Email: orders@SummitSpecialtyFoods.com
Fax: 250.542.5195

Order Policy: Deadline for submitting orders by email or fax is noon the day prior to your order shipping. Please note that during May – October purchase orders can take up to 48 hours to ship due to higher volume of orders.

Minimum Order: Please refer to Summit Specialty Foods Freight Incentives to review minimum orders.

Payment: To establish credit you must complete our credit application (please allow 10 working days for processing). Payment options include cheque, wire transfer, electronic fund transfer, Visa or Master Card. All orders are C.O.D until credit terms can be established. On approved credit all invoices are net 21 days. NSF cheques are subject to a \$45.00 charge. A 2% processing fee will be applied on all payments made by credit card. Please note that for credit terms a complete credit form must be submitted. Credit is offered at Summit Specialty Foods discretion. We request that you keep your account within terms. Payments can be sent to the following mailing address:

Summit Specialty Foods Ltd.
221 Sarsons Road
Vernon, B.C.
V1B 2M6

Delinquent Accounts: An interest charge of 0.0590% per day (24% per annum) will be levied on all overdue invoices. Summit Specialty Foods reserves the right to hold shipments when accounts remain unpaid.

Credit, Returns & Refunds: All sales are final unless agreed to by Head Office. All product code dated is the responsibility of the Retailer and cannot be returned. All claim requests must be accompanied by a Request for Credit form that includes the reason for return, original invoice number, product and description, expiry and/or lot # and quantity. All claims must be submitted within five business days of receipt of the order. All claims for carriers/hidden damage must be submitted within 48 hours of receipt of the order, accompanied by a carrier inspection report. For all claims other than missing product, Summit Specialty Foods requires items be returned to our warehouse or picked up by local Sales Rep (after Head Office approval), accompanied by a copy of the Request for Credit form that was initially submitted. In order for the claim to be processed authorization from Head Office is required. Please note that it is the retailer's responsibility to verify shipment is received in full and good condition prior to signing for delivery. To place a claim please contact your local sales rep or contact Head Office directly.

QUESTIONS? CALL US | 1.250.542.5540 FAX US | 1.250.542.5195

Email	accounting@summitspecialtyfoods.com
Phone	250.542.5540
Fax	250.542.5195

Pricing: Pricing in monthly catalogues is at wholesale cost, and is subject to change monthly, without notice, due to foreign exchange and freight rates. Prices listed do not include applicable taxes.

Freight Policy: Please refer to Summit Specialty Foods Freight Incentives for more information.

Product Dating: Please refer to Summit Specialty Foods Guaranteed Dating Policy for more information.

Back Orders/Out of Stocks: We make every effort to keep items in stock. However, if you encounter out-of-stock situations, we do not enter back orders unless specifically requested. Back orders that do not meet minimum and are requested cannot be shipped free of charge. An additional freight charge will be added to invoice. Out of stock does not affect freight incentives as long as original order meets the minimum.

Damaged Goods: Summit Specialty Foods will issue a credit for any goods that are received damaged. All damages must be reported within 48 hours of receiving product. If outer boxes show signs of visible damage they must be retained for inspection by sales rep. otherwise no credit will be issued.

Summit Specialty Foods reserves the right to discontinue selling to any customer who willfully disregards these policies.

If you have questions, please don't hesitate to contact us.

For more information please visit our website at www.SummitSpecialtyFoods.com

Thank you for your support and continuing business!