



### Delivery Charge – Frequently Asked Questions

1. **What is Empire Merchants North Delivery Fee policy?**
  - a. Effective December 1, 2017, Empire Merchants North will charge \$12.50 on all deliveries under \$1000
  - b. The charge will appear on the invoices as a separate line item titled “Delivery Charge”
  - c. It is beneficial for you to consolidate your orders weekly, submit order after you reach the \$1000
2. **What if I cancel part of an order on a given day and I go below the \$1000, will I get charged the \$12.50?**
  - a. Yes
3. **Are Bill and Storage orders and regular orders combined (on a daily basis) to see if I reach \$1000 limit?**
  - a. No
  - b. Bill and Storage orders are invoiced separately and are not combined with other invoiced orders that are being delivered to determine if a delivery charge will be assessed.

Example: If a customer places a regular Sales order totaling \$500 and a new Bill & Storage order for 12 cases of a brand – will there be a \$12.50 delivery fee? The customer will be charged \$12.50 delivery fee on the regular sales order because it was below the \$1000 minimum.

4. **Will I get assessed the \$12.50 delivery charge when I release goods from Bill & Storage in any quantity?**
  - a. No
5. **What if I don't pay the \$12.50 delivery charge?**
  - a. In accordance with NYS law, a customer that does not pay the \$12.50 charge will be put on the delinquent list.
6. **If I refuse an item on delivery that brings the total order to less than \$1000, will I get charged the \$12.50?**
  - a. Yes. Since the customer refusal reduced the total amount of the order to less than \$1000, the delivery charge will be assessed.
7. **If I place an order that is greater than \$1000 and then refuse a case because it was broken AND the total order is now reduced to less than \$1000, will I get charged the \$12.50 delivery charge?**
  - a. No provided you email/call Customer Service or your Sales Rep with the invoice information if the merchandise has been reordered.
8. **What if I need to reorder the case and the new order is less than \$1000, will I be charged the \$12.50?**
  - a. If this is the only item that you are reordering-you will see \$12.50 delivery charge on the invoice. However, you will need to email/call Customer Service with the original invoice number (in addition to this invoice for the reorder) and you will be credited back for the \$12.50 delivery charge.
  - b. If you reorder the case and add on additional items AND the total amount of the invoice is less than \$1000, you will be assessed the \$12.50 delivery charge. The delivery charge is assessed in this situation because the new items do not total \$1000 (regardless of the reorder for the breakage on the previous order)
9. **How do you notify the trade of changes to this policy?**
  - a. Empire Merchants North posts this type of information on our website ([www.empirenorth.com](http://www.empirenorth.com) on the main home page screen under the “Customer” tab)
  - b. The delivery charge is also posted on Empire Merchants North price postings.