



Delivery Charge and Bill and Storage Fees – Frequently Asked Questions

August 1, 2019

- 1. What is Empire's new policy?**
 - a. Effective August 1, 2019, Empire will charge \$3.00 when goods are released from Bill & Storage if there are no other regular deliveries to the same location on the same day.
 - b. This fee will appear on your monthly Bill and Storage invoice as a separate line item and will reference the date of the Bill and Store deliveries.

- 2. How am I being notified of the changes to the Bill and Storage fees?**
 - a. Bill and Storage Customers will receive a letter in the mail in early June that outlines the changes to Bill and Storage.
 - b. If you do not accept the new fee structure, the letter must be signed and returned to Empire Merchants North no later than July 26, 2019 by fax or mail per the instructions in the letter and you will no longer be able to place new B&S orders on or after August 1, 2019. Additionally, you must contact your sales rep to release product you have currently stored.

- 3. If a release Bill and Storage goods in conjunction with a regular sales order on the same day to the same location, will I have to pay the \$3 delivery fee for the release of the Bill and Storage goods?**
 - a. No, this order will only be subject to a minimum delivery charge based on the total amount of the order.

- 4. How are you notifying the trade of this new policy?**
 - a. Empire Merchants North posts this type of information on our website (www.empirenorth.com)
 - b. Bill and Storage Customers will receive a separate letter outlining the changes that will need to be signed and returned to Empire Merchants North by July 26, 2019.