



Delivery Charge – Frequently Asked Questions

Updated October 15, 2020

1. What is Empire Merchants North delivery charge policy?

- a. Effective November 1, 2020, Empire Merchants North, LLC has modified the delivery charge on all deliveries per the following rate schedule, regardless of how the delivery occurs.
 - i. If the amount of your regular sales order is equal to or over \$750, there will be a delivery charge of \$3.00
 - ii. If the amount of your regular sales order is less than \$750, the current delivery charge of \$12.50 will continue to be assessed
 - iii. 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.
 1. This charge 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.
- b. The delivery charge will appear on the invoice as a separate line item titled “Delivery Charge”
- c. It is beneficial for you to consolidate your sales orders.

2. What if I refuse/schedule a pickup for credit for part of an order on a given day and I go below the \$750, will I get charged the \$12.50?

- a. Yes, you will be charged \$12.50 on the credit received for either the refusal or the pickup for credit.

3. Are Bill and Storage orders and regular sales orders combined (on a daily basis) to see if I reach \$750 limit?

- a. No. Only regular sales orders are used to see if the \$750 limit has been reached.
 - i. Bill and Storage orders are invoiced separately and are not combined with other invoiced orders that are being delivered to determine if a delivery fee will be assessed. 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.

Example 1: If a Customer places a regular Sales order totaling \$500 and a new Bill and Storage order for 12 cases of a item for \$1100– will there be a \$12.50 delivery charge?

The Customer will be charged \$12.50 delivery charge on the regular sales order because it was below \$750 minimum. The value of the Bill and Storage is irrelevant as the value of these orders is not combined.

Example 2: If a customer places a regular sales order for \$1400 and releases 5 cases from Bill and Storage on the same day –what is my delivery charge?

The customer will be charged \$3.00 since the value of the regular sales order is over the \$750 limit. The value of the Bill and Storage is irrelevant as the value of these orders is not combined.

- 4. What if I receive more than one truckload (on a given day) that exceeds \$750, will I pay a delivery charge for each truck?**
 - a. Yes, the retailer will be charged for each truck that is sent to their location.
- 5. Will I get assessed a delivery charge when I release goods from Bill and Storage in any quantity?**
 - a. 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. It is beneficial for you to consolidate orders.
- 6. What if I ordered some goods to be delivered to my store and other goods to be directed to my warehouse, will I get a charge for each delivery?**
 - a. Yes. The delivery charge will be assessed based on the value of the order to each location.
- 7. What if I don't pay the delivery charge?**
 - a. In accordance with NYS law, an account that does not pay the delivery charge will be put on the delinquent list.
- 8. If I refuse an item on delivery that brings the total order to less than \$750, will I get charged the \$12.50?**
 - a. Yes. Since the customer refusal reduced the total amount of the order to less than \$750, the delivery charge will be assessed.
- 9. If I place an order that is greater than \$750 and then refuse a case because it was broken AND the total order is now reduced to less than \$750, will I get the charged the \$12.50 delivery charge?**
 - a. No...provided you email/call Customer Service or your Sales Rep to report the breakage. The invoice information must be provided if the merchandise has been reordered.
- 10. What if I need to reorder the case and the new order is less than \$750, will I be charged the \$12.50?**
 - a. If this is the only item that you are reordering – you will see the \$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 \$750, you will be assessed the \$12.50 delivery charge. The delivery charge is assessed in this situation because the new items do not total \$750 (regardless of the reorder for the breakage on the previous order)
- 11. 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 on the main home page screen under the “Customer” / “Policies & Updates” tab)
 - b. The delivery charge is also posted on Empire Merchants North, LLC price postings

