

Arbor Hill Wholesale Policies

Established 1987

6461 Route 64 Naples, New York ~ Phone 585-531-4034 ~ FAX 585-374-9198 ~ www.TheGrapery.com

Sales & Questions

- Sales & Questions - call 585-531-4034, Monday – Friday 8:00am -5:00pm EST
- Sales, Questions & Comments – email info@TheGrapery.com (72 hours response)
- Wholesale orders can be placed online at www.EVERYTHINGGRAPEANDMORE.com. Please call 1-585-531-4033 and talk to Sherry

Opening Orders for Arbor Hill

The minimum opening order amount is \$100.00; \$75.00 minimum on all reorders. Arbor Hill will mix cases for an additional cost of \$5.00, except when they are included in the *Arbor Hill Special Packages*.

Arbor Hill's Terms

Orders are shipped prepaid by VISA, Master Card, Discover or American Express. Customers may apply for terms after they have placed three orders within the past 12 months and have been established for one year. Please allow 2-3 weeks for processing. Terms are not automatically granted. Terms cannot be processed during the months of October, November and December. ***Past due invoices are subject to a 1.5% monthly finance charge.***

All returned checks due to insufficient funds are subject to a \$30.00 service charge. Without notice, Arbor Hill reserves the right to revoke payment terms at any time and reinstate prepaid terms of Visa, Master Card, Discover or American Express.

Arbor Hill's Wholesale Sampling Program

One sample for each case purchased is available at a reduced cost. Arbor Hill offers free samples within the *Arbor Hill Special Packages*. All samples will be marked accordingly. ***If you order a case of the product that you would like to sample, the sample bottle/jar will cost \$1.00 + shipping. If you'd just like to sample a product, then each sample will cost \$3.00 + shipping.*** We encourage sampling.

For ongoing consumer tasting/samples, our policy is to have retailers keep track of samples used and then report back to Arbor Hill at the time of their next order. The full wholesale value of those samples is then deducted from their current order.

Arbor Hill Recipes

Visit www.TheGrapery.com and go to the Arbor Hill cookbook button to have access to many recipes for demos or promos. Share this with your customers and they'll be back for more Arbor Hill products.

Arbor Hill Shipping Requirements

- Arbor Hill ships F.O.B. Naples, NY.
- Credits or replacements will be issued for damaged goods reported within seven days of receiving delivery. UPS reserves the right to inspect damaged goods prior to issuing a claim; please hold goods for at least 48 hours.
- Please anticipate an increase in order-to-shipment time during the holiday season.
- Pick-up customers will be notified upon order completion via phone or email. A signature is required when picking up your order. This verifies that you have received your complete order, and that there are no damages or discrepancies.
- Special freight program is available on larger orders. Please call for details.

Restocking Fees

A ***10% restocking fee*** will be applied to any orders (including pick-up orders) refused or returned without prior authorization.

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