



Sutter Buttes Olive Oil Company Terms of Service 2021

Sales

530-763-7921

Email orders, questions to

sales@sutterbuttesoliveoil.com

The minimum opening order and re-order amount is \$250.00. A less than minimum order fee of \$15.00 will be assessed for all orders under the minimum. A copy of the company State resale Certificate and Federal Tax ID number is required to set up all wholesale accounts.

Split Cases

Sutter Buttes allows split cases in half on most products. Please check with your sales rep.

Sample Policy

Sutter Buttes offers 1 half price sample per case ordered up to a maximum of 3 sample units per SKU on most branded products. A limited number of products are not available for sampling. All samples will be marked accordingly. Sample requests must be specified with the initial order.

Terms

Prices subject to change without prior notice. Orders are shipped pre-paid by, VISA, MC, AMEX, Discover, ACH or Check.

All returned checks are subject to a \$25.00 return check fee. Sutter Buttes reserves the right to revoke payment terms at any time, without prior notice. Pre-payment will then be required.

All accounts past 30 days will incur a 1.5% monthly interest charge.

Product Images

Sutter Buttes has a number of branded product images available. Please inquire with your sales rep.

Shipping

Sutter Buttes ships from Yuba City, CA. We offer a 20% shipping cap on orders of \$500.00 or more. Accessorials are not subject to shipping caps. Back orders will be shipped at the same rate as the original order. Please discuss your individual store's needs with your sales rep to ensure we provide the best possible shipping experience for you.

UPS/FedEx Order Shipments

Sutter Buttes must be informed of all product damages and/or shortages within 3 days of receiving product to receive credit. Please take photos of all damage as reported. **UPS/FedEx reserves the right to inspect damaged goods prior to approving claims.** Please hold damaged goods for at least 3-5 days after reporting to Sutter Buttes.

LTL Freight Shipments

Please inspect your LTL shipments upon receipt. Any missing or damaged product must be listed on the BOL before signing with the driver. This must be reported to Sutter Buttes immediately but no later than 3 days after receiving merchandise; otherwise credit/replacement will not be given.

Will-call Orders

Pick up customers will be notified when orders are ready. A signature and payment (when applicable) will be required at time of pick up at our warehouse. This will confirm the order is complete as listed on the packing slip and free of damages.

APPOINTMENTS REQUIRED- PLEASE CALL

Re-Stocking Fee

ALL SALES ARE FINAL. Returns are not accepted. Undeliverable orders will be assessed a 15% restocking fee. All applicable shipping costs will be the responsibility of the retailer.

Accessorial Fees Include: Pallets, Residential Delivery, Appointments, Inside Delivery, Limited Access Delivery & Liftgate.

These fees are subject to change based on carrier fee increases.

****By initialing next to each section you are acknowledging that you have read & agree to these terms & Conditions.**