



Volkman

PET PRODUCTS

COMPANY POLICIES

Ordering/ Shipments:

- You may have Volkman Pet Products deliver to you, arrange a Customer Pick-up, or use a private carrier.
- Orders must be called, faxed, or e-mailed in by 10:00 AM at least 48 hours prior to shipment or pickup with two-week advance notice on custom mixes.
- Product is limited to stock on hand.
 - ❖ Customer Service Direct Line 209-633-7357
 - ❖ Customer Service Direct Fax 209-216-5347
 - ❖ Customer Service E-mail cs@volkmanpet.com
 - ❖ Quality Control Direct Line 209-661-3705
 - ❖ Quality Control E-mail quality@volkmanpet.com
- Add-ons are welcome! These must be submitted no later than 10:00 A.M. one day prior to shipment.

Deliveries:

- All deliveries are 3rd Party. Volkman Pet Products is glad to arrange delivery if requested.
- Freight will be added according to distance from Volkman Pet Products.
- Pallet weights cannot exceed 2,300 lbs.
- Cancellations require a 24-hour notice prior to your scheduled delivery. If delivery is refused or undeliverable the shipment will be subject to a re-stocking fee and freight charges in both directions.
- We cannot guarantee a delivery time on shipments.

Customer Pick Up:

- Loading hours are from: 8:00 A.M. – 3:00 P.M.
- Office hours are from: 8:00 A.M. – 4:00 P.M.
- Drivers must check in at the Truck Scales to get paperwork prior to loading.
- Once product is signed for, Volkman Pet Products is no longer responsible for the Product & Package Integrity this includes Shortages & Damages.

Holidays:

- Volkman Pet Products observes the following holidays and will be closed:
 - ❖ New Year's Day
 - ❖ President's Day
 - ❖ Memorial Day
 - ❖ Independence Day
 - ❖ Labor Day
 - ❖ Thanksgiving Day
 - ❖ Christmas Day

Credit:

- Accounts will be COD or Pre-paid unless a Credit Application has been approved by Volkman Pet Products.
- COD customers must have payment ready for the driver prior to unloading. Customer service will call COD accounts prior to delivery with the Total Amount Due.
- There will be a \$30.00 charge on all returned checks. All returned checks must be rectified prior to future shipments. 2 returned checks in a 12-month period will result in terms being revoked. All future orders will need to be paid by credit card, cashier’s check, or money order.
- A late charge of 1.5% per month will be assessed on invoices postmarked over the 15-day credit terms.
- Overdue balances may result in credit terms being taken away.

Returns:

- Upon signing the Pick-Ticket / Load-Sheet, all items are considered received. You have 24 hours from delivery to notify Quality Control of damaged or shorted product.
- Any product purchased from Volkman Pet Products may be returned within 30 days, provided the product is in resalable condition and can be restocked. Custom products require management approval.
- Returns that do not meet Volkman Pet Products Return Criteria may be subject to a Restocking Fee of 10%.
- Upon notification of product being scheduled for return, please make sure items are palletized & wrapped.
- If product is not ready for pick-up, customer will be liable for truck cancellation fees.
- Any quality concerns should be quickly relayed to your Volkman Pet Products Sales Representative or Processed using the Quality@VolkmanPet.com email.
- Please E-mail or call Quality Control to issue a return form for product pick up.

By signing below, I verify I have received Volkman Pet Products Company Policies and have read and understand them.

COMPANY NAME: (Print) _____

CUSTOMER NAME: (Sign) _____

CUSTOMER NAME: (Print) _____

DATE: _____

PERSONAL GUARANTEE: I (We) individually (and jointly) guarantee payment of all indebtedness, including all Late Payment Charges, of the above account and agree to be bound by the aforementioned terms and conditions.

Signature & Title Date	Printed Name
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Signature & Title Date	Printed Name
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Please give signed copy to your Sales Representative or E-mail / Fax a signed copy to:

- **E-mail:** accounting@volkmanpet.com
- **Fax #:** (209) 216-5348).