



# Volkman

## PET PRODUCTS

### COMPANY POLICIES

#### **Orders:**

- Orders must be submitted on [VolkmanPet.com](http://VolkmanPet.com) or e-mailed to [CS@VolkmanPet.com](mailto:CS@VolkmanPet.com) by 10:00 AM two business days prior to pickup/delivery.
- Product is limited to stock on hand.
- Substitutions and add-ons are welcome. They must be submitted by 10:00 A.M. one business day prior to pickup/delivery.
- Custom mixes require a two-week notice.

#### **Deliveries:**

- All pricing is FOB. Freight is not included and is billed separately.
- Volkman Pet Products is glad to arrange delivery via 3<sup>rd</sup> party carrier if requested or customers may arrange their own freight
- Individual pallet weight cannot exceed 2,300 lbs.
- Cancellations require 24-hour notice prior to scheduled delivery. If delivery is refused or undeliverable the shipment will be subject to a re-stocking fee and freight charges in both directions.
- Delivery times cannot be guaranteed.

#### **Customer Pick Ups:**

- Loading hours are from: 7:00 A.M. – 4:00 P.M.
- Office hours are from: 7:00 A.M. – 4:00 P.M.
- Drivers must check in at the front office to get paperwork and visitor badge prior to loading.
- Drivers should inspect product for integrity and accuracy prior to signing paperwork.

#### **Holidays/Closures:**

- 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
- Volkman Pet Products closes for inventory, one day each month. Notification sent out prior to closure.

#### **Payment:**

- All accounts are COD or pre-paid unless a credit application has been approved.
- Customer service will call COD accounts the day prior to delivery with the total amount due. Payment must be given to the driver or office prior to unloading.
- There will be a \$30.00 NSF fee on returned checks. Returned checks must be rectified prior to future shipments. Two returned checks in a 12-month period may result in credit terms being revoked.
- A charge of 1.5% per month will be assessed on late payments.
- Overdue balances may result in credit terms being revoked.

**Quality Concerns:**

- Quality related concerns should be submitted to [Quality@VolkmanPet.com](mailto:Quality@VolkmanPet.com) or online at [VolkmanPet.com](http://VolkmanPet.com) under the Customer Service tab.
- Damaged or shorted product should be reported within 24 hours from receipt of product.
- Product may be returned within 30 days from receipt for any reason, provided the product is in resalable condition and can be restocked. Custom product returns require management approval.

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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 terms and conditions.

\_\_\_\_\_  
Signature & Title Date Printed Name

\_\_\_\_\_  
Signature & Title Date Printed Name

Please give signed copy to your Sales Representative or E-mail to [accounting@volkmanpet.com](mailto:accounting@volkmanpet.com)