



Volkman
PET PRODUCTS
COMPANY POLICIES

Ordering/ Shipments:

- You are welcome to have Volkman Pet Products deliver to you, pick up yourself, or use a private carrier.
- Orders need to be called, faxed, or e-mailed in by 10:00am at least 48 hours prior to shipment or pickup with one week advance notice on custom mixes.
- - ❖ Customer Service Direct Line 209-633-7357
 - ❖ Customer Service Direct Fax 209-216-5347
 - ❖ Customer Service email cs@volkmanpet.com
- Add ons are welcome, and need to be called in by 10:00 a.m. the day prior to shipment.

Deliveries:

- Trucks are filled on a first come, first serve basis.
- Freight will be added according to distance from Volkman Pet Products.
- Pallet weights will not exceed 2,300lbs.
- Cancellations require a 24-hour notice prior to your scheduled delivery, if delivery is refused or undeliverable on day of scheduled delivery, the shipment will be subject to a re-stocking fee and freight charges in both directions.
- For insurance and liability purposes, Volkman Pet Products is not responsible for placing product in the customer's storage facilities.
- We cannot guarantee a delivery time on shipments, although you can request that the driver call en-route to give you his ETA.

Customer Pick Up:

- Loading hours are 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 office to get paperwork prior to getting loaded.
- Once product is loaded and signed for, the trucking company and the customer are responsible for the care and condition of the product, and any shortages.

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

Product:

- Product is limited to stock on hand.
- Please contact your Salesperson for custom product information and minimums.

3/13/2017 Updated
8/14/2019 Name Change

Credit:

- COD, (Check on Delivery) and 15 day net terms are offered by Volkman Pet Products.
- All orders are COD unless a credit application is submitted, and a letter from Volkman Pet Products management stating approval of 15 day credit terms is received by the customer.
- COD customers must have payment ready for the driver prior to unloading. Customer service will call COD accounts the day prior to delivery with the total of the order.
- 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 1 year will result in terms being revoked. All future orders will need to be paid by credit card, cashier's check or money order.
- Customer will be responsible for all legal fees and charges incurred in collecting the balance of unpaid invoices and additional fees associated with a NSF check.
- 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 load sheet, all items are considered received. You have 24 hours from delivery to notify accounts receivable of damaged or shorted product if delivered on a Volkman Pet Products truck.
- **30 day open door policy** any product purchased from Volkman Pet Products can be returned within 30 days, provided the product is in resalable condition and can be restocked. Custom products can only be returned with management approval and only because of manufacturing defects. To protect the integrity of our products, we cannot accept returns after (30) days.
- Any quality concerns should be quickly relayed to your Volkman Pet Products sales representative.
- Our drivers are not authorized to receive product without a Return Form. Please call Customer Service to issue a return form for product pick up.

By signing below, I verify that I have received a copy of Volkman Pet Products company policies and that I have read, and understand them.

COMPANY NAME: (Print) _____

CUSTOMER SIGNATURE: _____

CUSTOMER NAME: (Print) _____

DATE: _____

PERSONAL GUARANTEE: I (We) individually (and jointly) guarantee payment of any and 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

Signature & Title Date Printed Name

(Please give signed copy to your sales rep or fax back to (209) 216-5348).