

# **TREPCO WEST**

## **RETURN & CREDIT POLICY.**

### **GENERAL POLICY**

While our company is committed to giving you, our customers, the best possible service we have found it necessary to set some guidelines for issuing credit. As a general rule our company guarantees all products that we sell as follows:

1. That the product is fresh when delivered to the store with a reasonable shelf life date.
2. That the product is free of physical damage, which may have been caused at our warehouse or during delivery.
3. That the products arrive as ordered by the account.

If any product sold by us that is not in a satisfactory condition at the time of delivery, we will take it back for full credit. However, we cannot take back or credit any merchandise that has been price marked. Otherwise any other damage that is not the fault of Trepcowest we cannot guarantee and we cannot pick up or issue credit for it.

**FURTHER WE ARE NOT RESPONSIBLE FOR SHORTAGES AFTER OUR DRIVER LEAVES THE STORE.** We will however, in the case of a claim for shortages after our driver has left the store, make an investigation to attempt to locate any possible shortage and return same to the store. We are unable to guarantee results.

### **SHORTAGES & HIDDEN DAMAGE.**

Customers are responsible to check their order on delivery. Our drivers are required to check the order with the store owner/manager. If the owner/manager is not available our drivers are under instructions to check the order themselves. We cannot be responsible for any claims of shortages after our driver leaves the store.

Claims for hidden shortages or damages, which are not apparent at the time of delivery, will be honored after investigation by our office.

### **CREDIT FORMS & ISSUING CREDIT.**

Credit for returns and damages cannot be issued until products are physically returned to our warehouse. Salesperson will pick up the merchandise. Our salespeople are required to leave a copy of a credit memo for any merchandise they pick up. We are unable to honor any claim for credit for returned merchandise without a copy of the credit memo. If the salesperson is unable to return the merchandise a "pick up" authorization will be completed for our driver to pick up.

The amount of credit issued for any product will be no more than the actual price paid by the customer, less any applicable handling / re-stocking charges. Credits will be applied / deducted against invoice the week following the return of the merchandise.

### **CIGARETTES & TOBACCO.**

**WE ARE UNABLE TO ACCEPT RETURNS FOR PHILIP MORRIS or R. J. REYNOLDS.** We will however, returns cigarettes we shipped to you in error. Returns of other manufacturers' out of code cigarettes must be authorized and accompanied by written authorization of cigarette sales rep. We reserve the right to inspect and/or refuse any product. We are also bound by and will enforce restrictions of the cigarette manufacturers on returns in order to discourage counterfeit cigarettes or abuse of manufacturers buy down programs. This includes exchange of products. Certain 'IMPORT' brands of cigarettes we are unable to take back. Cigarette cartons, from which coupons have been removed, will not be accepted for return. Cigarette or tobacco products, which have water or fire damage, will not be accepted. Also cigarette or tobacco products damaged as a result of vandalism at store level will also not be accepted.

This policy is a reflection of manufacturers' credit policies and we reserve the right to change it in the event our suppliers change or modify their credit policies.

### **CANDY, GUM & MINTS.**

We guarantee all candy, gum & mint products purchased from us. However we cannot accept for return any products that have become damaged or outdated due to vandalism or negligence at store level, or any products showing signs of fire or water damage. Retailer is responsible to use reasonable care in handling and rotating products in the store. We cannot accept for credit any product that has become outdated or damaged due to their failure to do so.

This policy is a reflection of manufacturers' credit policies and we reserve the right to change same in the event our suppliers change or modify their credit policies. Any product that we accept for return will be issued partial credit only.

### **HEALTH & BEAUTY AIDS.**

We guarantee only those health & beauty aids products that have been purchased from us. However we cannot accept for return any products that have become damaged or outdated due to vandalism or negligence at store level, or any products showing signs of fire or water damage. Retailer is responsible to use reasonable care in handling and rotating products in the store. We cannot accept for credit any product that has become outdated or damaged due to their failure to do so.

We are unable to accept returns on any film or battery products we sell beyond our general company policy.

### **Due to State of California regulation we are unable to sell cold products containing ephedrine or pseudo-ephedrine to California customers.**

### **GROCERY ITEMS.**

We are unable to guarantee grocery products beyond the general policy of our Company. We will however cooperate in assisting retailers in contacting field representatives for the several suppliers (Kraft, etc...). All private label grocery (ex: Springfield) are not returnable.

### **PRODUCT RECALLS.**

We will take back any products "recalled" by the manufacturers that have been purchased from us. We will only honor credit in compliance with the manufacturers "recall" terms. We will only accept products within the time limit set by the manufacturer, for return.

### **ORDERING / SHIPPING ERRORS.**

We will accept for return and credit any merchandise ordered from us by error. We reserve the right to charge a re-stocking fee of \$1.00 per case/item. We will also accept for return for full credit, any product shipped as a result of our error.

### **MINIMUM ORDER.**

Trepcowest offers free delivery service for orders that are \$500 or more, exclusive of cigarettes. Orders with 100 cartons of cigarettes or more will be delivered. Orders that do not meet these minimums will be charged a delivery charge of \$15. Orders below \$200 will be charged \$25.

### **PRICE CHANGES.**

All prices in our order guide are subject to change WITHOUT NOTICE. Due to the frequency of manufacturers' price changes we recommend that our customers use their invoice to determine the cost of an item. All prices are subject to change until invoiced and delivered. We reserve the right to charge back for any billing errors.

**Only the management (sales manager, buyer or general manager) can authorize any exceptions to this policy.**