

**1. What is Empire Merchants' delivery fee policy?**

- a. Effective November 1, 2020, Empire Merchants, LLC has modified the delivery fee on all deliveries per the following rate schedule
  - i. If the amount of your regular sales order is equal to or over \$1,000, there will be a delivery charge of \$3.00
  - ii. If the amount of your regular sales order is less than \$1,000, the current delivery charge of \$22.50 will continue to be assessed
  - iii. Empire will charge \$3.00 when goods are released from Bill & Storage if there are no other regular deliveries to the same location on the same day.
    1. This fee will appear on your monthly Bill and Storage invoice as a separate line item and will reference the date of the Bill and Store deliveries.
- b. The delivery charge will appear on the invoice as a separate line item titled "Delivery Fee"
- c. It is beneficial for you to consolidate your sales orders.

**2. What if I refuse/schedule a pickup for credit for part of an order on a given day and I go below the \$1,000, will I get charged the \$22.50?**

- a. Yes, you will be charged \$22.50 on the credit received for either the refusal or the pickup for credit.

**3. Are Bill and Storage orders and regular sales orders combined (on a daily basis) to see if I reach \$1,000 limit?**

- a. No. Only regular sales orders are used to see if the \$1,000 limit has been reached.
  - i. Bill and Storage orders are invoiced separately and are not combined with other invoiced orders that are being delivered to determine if a delivery charge will be assessed. Empire will charge \$3.00 when goods are released from Bill & Storage if there are no other regular deliveries to the same location on the same day.

**Example 1: If a Customer places a regular Sales order totaling \$500 and a new Bill and Storage order for 12 cases of an item for \$1100– will there be a \$22.50 delivery fee?**

*The Customer will be charged \$22.50 delivery fee on the regular sales order because it was below \$1,000 minimum. The value of the Bill and Storage is irrelevant as the value of these orders is not combined.*

**Example 2: If a customer places a regular sales order for \$1400 and releases 5 cases from Bill and Storage on the same day –what is my delivery charge?**

*The customer will be charged \$3.00 since the value of the regular sales order is over the \$1,000 limit. The value of the Bill and Storage is not relevant and since there is a regular delivery being made on the same day, there is not a separate delivery fee for the B&S release.*

**4. What if I receive more than one truckload (on a given day) that exceeds \$1,000, will I pay a delivery fee for each truck?**

- a. Yes, the retailer will be charged a delivery fee for each truck that is sent to their location.

5. **Will I get assessed a delivery charge when I release goods from Bill and Storage in any quantity?**
  - a. Empire will charge \$3.00 when goods are released from Bill & Storage if there are no other regular deliveries to the same location on the same day. It is beneficial for you to consolidate orders.
6. **What if I ordered some goods to be delivered to my store and other goods to be directed to my warehouse, will I get a charge for each delivery?**
  - a. Yes. The delivery charge will be assessed based on the value of the order to each location.
7. **What if I don't pay the \$22.50 delivery charge?**
  - a. In accordance with NYS law, an account that does not pay the \$22.50 charge will be put on the delinquent list.
8. **If I refuse an item on delivery that brings the total order to less than \$1,000, will I get charged the \$22.50?**
  - a. Yes. Since the customer refusal reduced the total amount of the order to less than \$1,000, the delivery charge will be assessed.
9. **If I place an order that is greater than \$1,000 and then refuse a case because it was broken AND the total order is now reduced to less than \$1,000, will I get the charged the \$22.50 delivery charge?**
  - a. No...provided you email/call Customer Service or your Sales Rep to report the breakage. The invoice information must be provided if the merchandise has been reordered.
10. **What if I need to reorder the case and the new order is less than \$1,00, will I be charged the \$22.50?**
  - a. If this is the only item that you are reordering – you will see the \$22.50 delivery charge on the invoice. However, you will need to email/call Customer Service with the original invoice number (in addition to this invoice for the reorder) and you will be credited back for the \$22.50 delivery charge.
  - b. If you reorder the case and add on additional items AND the total amount of the invoice is less than \$1,000, you will be assessed the \$22.50 delivery charge. The delivery charge is assessed in this situation because the new items do not total \$1,000 ( regardless of the reorder for the breakage on the previous order)
11. **How do you notify the trade of changes to this policy?**
  - a. Empire Merchants posts this type of information on our website ([www.empiremerchants.com](http://www.empiremerchants.com)) on the main home page screen in the “Policy” section located under the “Customer”/ “Policies and Announcements”/”Policies”.
  - b. The delivery charge is also posted on Empire Merchants, LLC price postings