



## GLENOAKS FOOD, INC.

11030 RANDALL STREET  
SUN VALLEY, CALIFORNIA 91352  
PHONE: 818.767.7570  
FAX: 818.767.0742  
WWW.GLENOAKSFOOD.COM

### Credit Terms and Policies

To our many valued customers as well as new prospective customers:

We would like to thank you for your support of our Gourmet Jerky products. We take your business and trust very seriously in our endeavor to provide high quality products at competitive prices.

However, to ensure we can continue to serve you in these tight economic times, we must reaffirm our credit terms and policies.

#### **To Open a New Account:**

- 1) Customer application for credit must be completed, submitted and approved.
- 2) In the interim, until your application is processed, orders will be shipped pre-paid (checks, money orders or credit cards), in some cases a "courtesy line" of credit may be extended.

#### **For All Existing Accounts:**

- 1) Base terms are Net 14 days. Payments are due in our office within fourteen (14) days of shipping for your convenience; you may call for a credit card authorization form, we accept Visa, MasterCard, Discover and American Express.
- 2) "Short Pays" will not be accepted; if there is a problem or error in a shipment it is your responsibility to contact our office immediately.
  - a. If you wish to return a current product for your convenience; you are responsible for shipping and handling as well as a fifteen-percent (15%) restocking fee.
  - b. Errors relating to GFI will be approved by GFI; and then returned to GFI via pre-paid shipping which will be credited to your account.
- 3) At 30 days past due, all accounts will be assessed a one-and-a-half-percent (1.5%) per month, or part thereof, late fee. Furthermore any account 30 days past due will have their terms changed to C.O.D., again you may wish to pre-pay with a credit card.
- 4) For accounts with 60 day past due amounts, but are still active on a C.O.D. or pre-pay status we will continue to work with you as long as your are following an approved payment plan.
- 5) For non-active past due accounts, collection and/or credit reporting agencies will be advised and aggressive actions taken.

# Order, Shipping & Return Policies

## Ordering

The preferred method of placing an order is via **facsimile to (818) 767-0742** on an original GFI order form. Please include the following information each order placed; company name, telephone number, contact name and a purchase order number if applicable.

GFI will accept a traditional **telephone order to (818) 768-9091** or **mail-order to GFI-MAIL ORDER, 11030 Randall St., Sun Valley, CA 91352** as well, if you are mailing in your order please include the following information; company name, billing address, shipping address, telephone number, contact name and a purchase order number if applicable.

Online ordering should be available in the near future through [www.JCRivers.com](http://www.JCRivers.com). For your convenience you may currently download an order form and fax it in.

**Orders that are clear and have no questions will be processed in the following manor:**

<b>Orders received by GFI by 10:00 AM on</b>	<b>Will be shipped no later than the following</b>	<b>For regular UPS ground delivery in</b>
<b>Monday</b>	<b>Thursday</b>	2 to 6 business days
<b>Tuesday</b>	<b>Friday</b>	2 to 6 business days
<b>Wednesday</b>	<b>Tuesday</b>	2 to 6 business days
<b>Thursday</b>	<b>Wednesday</b>	2 to 6 business days
<b>Friday</b>	<b>Thursday</b>	2 to 6 business days

- 1) Orders that pose questions may take longer to process.
- 2) Some orders may have items back ordered.
- 3) GFI is not responsible for UPS errors in shipping.

GFI will accept a traditional telephone order to (818) 768-9091 but prefers Fax orders to (818) 767-0742

GFI does not call back to confirm orders unless requested to by customer.

Please include the following information:

Company Name  
Billing Address  
Shipping Address  
Telephone Number  
Contact Name  
Purchase Order Number (if applicable)

**Rush orders** are filled to the best of our ability for a Rush handling fee (\$15.00 or 5%, whichever is greater) plus any additional shipping charges apply.

## **Shipping**

Regular orders will ship via UPS standard Ground service (Business to Business) rates (FOB: Sun Valley, CA). Shipments being delivered to a residential address will be subject to a \$2.00 surcharge per box.

- ◆ Packages under 150 pounds: UPS
- ◆ Packages over 150 pounds destined to one location will be shipped by One Stop Logistics Trucking, CTI or ABF Trucking or other customer designated trucking line, palletized and shrink wrapped.
- ◆ Alternate and Preferred truck/shipping companies must be designated in customer purchase order and approved by GFI.

Please call our office for further UPS rate and transit time information at (818) 767-7570.

## **Returns/Refunds/Credits**

Returns/exchanges due to defective pouches and/or questionable product will be given Company credit or a refund. UPS Return labels may be issued for this product. Please call before for a product return authorization number before returning any products.

Returns/exchanges will not be accepted after 30 days from the date the product was received by customer. Accepted returns are subject to a 15% restocking fee and company credit only. Return shipping is to be paid by customer.