

Effective November 1, 2010

Minimum Order / Minimum Monthly Volume

We are increasing our minimum order from \$50 to \$100.

Local Pick-up / Will Call

Minimum order increase from \$50 to \$100.

Prepaid Freight

Prepaid minimum is increasing from \$1000 to \$1200.

Back Orders

Prepaid freight is increasing to \$1200.

Ordering Policies & Procedures

Terms

- Wholesale to distributor trade only.
- Net 30 Days. Past due payments are subject to a 1.5% per month carrying charge.
- NSF checks: \$30 charge each time a check does not clear.

Past Due Accounts

- Open account privileges may be suspended if invoices are not paid when due within published terms, and subsequent orders may be held until the account balance is reduced to current status. Unusual cases of adjustment or dispute will be given individual consideration and handled accordingly.
- Certain services may not be available to COD or CIA accounts.

Minimum Order / Minimum Monthly Volume

- A service charge of \$5 is added to orders less than \$50 net.
- \$200 minimum monthly volume requirement.

Local Pick-up / Will Call

- Minimum order \$50
- Please call customer service for your order needs.
(800) 237-5911
- 120 minute order placement lead time will insure a quick turn on service from our docks.

Prepaid Freight

- All products with the exception of ice melt, floor sweep & oil absorbent can be combined for prepaid freight if shipped within the Acme marketing area.
- A fuel surcharge will be added to all prepaid orders.
- Orders must total \$1000 or more to qualify for prepaid freight.
- Orders under \$1000 are shipped freight collect or prepaid and add for a nominal fee.
- Each Acme location has an assigned marketing area. Orders going to a destination within that assigned marketing area will be shipped from that location. Only orders that exceed the freight minimums, and are shipped from the assigned location, will qualify for free freight.
- Acme reserves the right to hold shipments on order to ship as complete as possible.

Back Orders

- No backorders on prepaid shipments unless customer agrees to either pay freight or rebuild to \$1000 to qualify for prepaid freight.

Drop-Ship Services

- A handling fee of \$5.00 will be added to drop shipments.
- All extra charges including residential delivery surcharges, dim charges, additional handling charges, etc., are the responsibility of the customer.
- The carrier delivering merchandise is responsible for any loss or damages. Acceptance of the shipment by the carrier is an acknowledgement that the articles delivered were in good condition and properly packed.
- Acme's responsibility ceases upon delivery to the carrier. INSPECT ALL SHIPMENTS BEFORE SIGNING.
- Claims for discrepancies must be handled directly with the freight carrier.
- Carriers will not honor claims when the customer signs receiving documents as free and clear.

Discrepancies

- In the event of invoice or shipment discrepancies, please notify Acme customer service 800-237-5911 within five days of receipt.

Special Order Merchandise

- Any item ordered and not listed in this price book is considered a non-stock item and is not subject to standard lead times.
- Non-stock order quantities must meet the minimum order requirements of the manufacture or potentially be subject to excessive factory lead times.
- Any special order / non-stock merchandise must always be purchased in full carton quantities only.
- No order cancellation can be accepted once placed with Acme.
- Acme reserves the right to decline any special orders.

Return Goods

- Acme will accept returns of stocked merchandise only. Material must be in original package and in resalable condition.
- A Return Goods Authorization (RGA) must accompany all returns. (800) 237-5911
- RGA can be acquired by calling Acme customer service.
- Return of stocked items received within:
- 10 days of invoice date ===== No restock fee
- 11 days of invoice date ===== 15% restock fee
- 31 days of invoice date ===== No returns accepted
- Special orders, close-out specials, and damaged items can not be returned.

Equipment Policy

- All machine and equipment sales are final and covered by factory warranties.