

## **Caldic Order Processing Policy**

At Caldic, we don't just strive to meet your expectations - we work to exceed them!

Our goal is to ensure we are working collaboratively with our customers to eliminate any possibility of order delays or miscommunications. This document outlines our order processing policies that support the consistent and successful fulfillment of orders. Your cooperation and support in the implementation of these policies will help us to achieve our objective to provide "Perfect Orders Delivered Perfectly".

### **Code of Conduct**

Caldic holds all employees accountable for the results of their work. Because we care, we value our people, providing them with a safe, inclusive and positive work environment in which daily business is conducted with honesty, respect, transparency, integrity and in compliance with all applicable internal and external regulations and laws. And because we care, we make sure that all employees, vendors, business associates, volunteers and customers, as well as the general public, are treated with respect and integrity. We expect each Caldic employee to take a personal responsibility in this. Likewise, Caldic appreciates and expects its employees to be treated in a similar manner.

### **Order Cut-off Times (for 'next day' deliveries)**

In order to consistently deliver on our commitments, it is essential that we maintain a firm order cut off of 12:00 noon (local sales office time) for next day deliveries. Orders received after 12:00 noon (local sales office time) will be considered received the next business day. If a 'rush' order is required (i.e. to be shipped the next day and the order is received after the noon deadline), we will do our best to accommodate your request, but a \$150 "Rush Order Surcharge" will be applied to the invoice. This will allow us to schedule the overtime required to process the order while not disrupting all regular orders being processed for that day. Please note that next day delivery only applies to regularly stocked items, longer lead times may apply to items not regularly stocked in inventory.

### **Lead Times for Blended and/or Manufactured Products**

To effectively fulfill customer requests for blended and manufactured products, we require 5 business days notice prior to shipping from our manufacturing facility. Orders received after the noon order deadline will be considered as received the next business day. For specialty and seasonal items where longer lead times are required, the current lead times established with each customer will still apply. Stocking Agreements to carry specific items can also be arranged to shorten these lead times, please contact your Customer Development Manager accordingly.

### **Minimum Order Requirements**

In order to be cost effective and efficient, we require a minimum order value of \$1,000 per delivery or pick up. For any orders below this amount, a \$150 "Minimum Order Surcharge" will be applied to the order. This surcharge does not apply to the delivery of samples or back-orders. Products requiring specialized storage locations; frozen, refrigerated, flammable, etc. must be submitted as separate orders and subject to the minimum order value.

### **Purchase Order Confirmations**

Every purchase order provided to Caldic will be confirmed via a purchase order confirmation. Please review the confirmation including order dates, products, quantities and prices. Should you find any discrepancies please bring these to our attention as soon as possible.

### **Purchase Order Changes and Cancellations**

Requests for cancellation of or changes to purchase orders, including but not limited to; changes in items, quantities, shipping specifications, delivery schedules, etc., must be submitted in writing and will only be deemed accepted by Caldic upon communication of a revised purchase order confirmation or cancellation. Caldic will take all reasonable steps to minimize costs due to the requested changes or cancellation, the customer agrees to pay all unavoidable costs up to and including the acceptance and payment of the full value of the purchase order.

Customer requests for splitting or delaying of purchase orders must be received 7 business days prior to the expected shipment date. Requests for shipment delays will not exceed 10 business days from the originally confirmed delivery date. All resulting orders will be deemed independent of each other and subject to this policy.

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Changes confirmed by Caldic may be subject to order change fees as follows:

- Changes within 7 business days of shipment date: \$100 per request per purchase order delayed, changed or created.
- Changes prior to 7 business days of shipment date will be accommodated if the revised date is no more than 10 business days from the original expected shipment date.
- Purchase orders delayed by customers beyond 10 business days: \$50 per request per purchase order delayed, changed or created. Storage and inventory holding charges may also be assessed.

### **Claims**

Claims on account of damages or shortages at time of delivery of products shall be deemed waived unless identified and noted on the delivery driver's bill of lading for that shipment and communicated to Caldic within forty-eight (48) hours from the date of receipt at destination. Claims on account of defect in quality of products shall be deemed waived unless made in writing within thirty (30) days from the date of receipt at destination.

### **Pick Up of Orders from Caldic**

To ensure that each customer, or customer designated carrier, receives their correct order the Caldic Order Number is required as reference to have the order released. A unique Order Number is issued for each purchase order or back order. Reference to this order number eliminates any confusion and delays.

The Caldic Order Number is provided on our Sales Order Confirmation for each purchase order submitted to Caldic; Order Number / No De Commande SO#####.

### **Return Policy**

Caldic is a GFSI certified facility, with very strong food security and food safety procedures in place. Our programs ensure effective stock rotation, safe storage of goods, the integrity of those goods and prevent potential for contamination or adverse effect on food safety. Based on the food safety program, goods that have been out of Caldic's control cannot be returned into inventory, therefore Caldic will not be accepting any return materials once they have been successfully delivered.

These policies will enable us to provide you with the best possible service and help us reach our ultimate goal of "Perfect Orders, Delivered Perfectly". These policies are designed to ensure our operation runs as effectively as possible to address all of our customer needs and provide a competitively priced portfolio of products and services.

Thank you for your continued support and please feel free to contact your Caldic Sales Representative should you have any questions or require any additional information.

Sincerely,

William M. Kersey  
**Supply Chain Director**

John Hansen  
**Operations Director**