



**TERMS, CONDITIONS, CREDIT, RETURN & RESTOCKING POLICY**

**ORDERING** | Please e-mail purchase orders or completed order forms with your requested ship date to [sales@gourmetint.com](mailto:sales@gourmetint.com). If you would like an electronic (Excel) order form, please e-mail the same address. Purchase Orders must reflect confirmed current pricing to be valid. Order confirmations with the requested shipping dates will be sent via e-mail as the orders are entered. Please review the confirmation regarding quantities, products, pricing, and planned ship dates to ensure accuracy. Contact us with any changes you feel are necessary. We will do our best to fulfill every order; however, invoice and ship dates may vary due to product availability.

**LATE & ADDITION ORDERS** | Orders are processed on a FIRST COME, FIRST SERVE basis. Any orders received after the appropriate Everyday Order lead time or Holiday Order deadline are subject to product availability and will be assigned a ship date after all on-time orders are processed. Additions to Holiday Orders after the deadline must be placed on a separate order and meet freight minimums. We will make every effort to provide the additional product, but in the event quantities are limited, we must fulfill requests in the order in which they are received. Everyday Orders to be added and combined with already confirmed Christmas Orders must be received by September 1, 2025. Customer sales & service representatives will be able to advise you on availability. Please contact us at [sales@gourmetint.com](mailto:sales@gourmetint.com).

**BACK-ORDERS & CANCELLATION** | Back-orders will be shipped at our expense if the original order met the prepaid freight level. You may add product to the backorder, but the totals must reach your prepaid freight level in advance. Cancellation of Holiday Orders will not be accepted once processed. Gourmet International does not guarantee sales and is not responsible for loss of sales in case of product unavailability. Orders are subject to stock on hand. Gourmet International will back-order seasonal products based on availability. All Holiday Sales are final.

**TERMS OF SALE** | Terms of Net 30 days may be established based on approval of a fully completed credit application. Terms are granted to accounts with satisfactory payment history and favorable references. Please allow up to four weeks for processing. First time orders are to be paid in advance. A monthly finance charge of 1.5% (18% annually) will be added to all delinquent accounts. Accounts with open invoices over the assigned credit terms will need to bring their account current (including open order) prior to shipment being released.

**TITLE OF GOODS** | All goods remain the property of Gourmet International, Ltd. until paid for in full.

**FREIGHT MINIMUMS** | Minimums for prepaid freight\*\* are as follows: \$1200 in lower and mid-Michigan (\$2,000 to Northern MI and the Upper Peninsula). \$2,000 to IL, IN, OH, WI. \$3,000 to AR, CT, DE, IA, KY, MA, MD, MO, NC, NJ, NY, PA, RI, SC, TN, VA. \$3,500 to AL, FL, GA, KS, LA, ME, MS, ND, NE, NH, OK, SD, TX, VT. \$4,000 to AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, WY. Prepaid freight\*\* is not available to AK or HI. The minimum order amount must be met regardless of an out-of-stock item. \*\*In an effort to provide the best value to our customers, Gourmet International will pay freight up to 10% of the invoice value when minimums are met. Any additional freight costs will be invoiced to the customer. A cooler box charge of \$10 per box will be added to orders seasonally or to warmer climate locales. Orders of perishable items such as fish, meats and cheese will incur an overnight shipping surcharge. All incremental expenses incurred for special services required at time of delivery include but are not limited to lift gate charges, inside delivery, limited access locations, residential or high-cost area charges accessed by the carrier, and fuel surcharges are not covered by Gourmet International and will be passed through to the customer. Freight Minimums must be met to release an order shipment.



**FLEET MINIMUMS** | Minimums for Gourmet International Fleet Delivery, based on available routes, are as follows: Grand Rapids MI area \$500, Frankenmuth MI \$750, Lower MI \$750, Chicago \$1000. Fleet Minimums must be met to release an order shipment.

**PRICING & PRODUCT SELECTION** | Pricing and product selection are subject to change without prior notice. Product packaging design, case pack, size, and or item codes are subject to change without notice. The red martini icon indicated next to certain products throughout the catalog indicates that it contains alcohol and is subject to state laws. Prices and descriptions are also subject to correction of typographical error.

**RETURNS & DAMAGES** | All discrepancies must be reported to Gourmet International, Ltd. within 48 hours of receipt. Claims reported after 48 hours will not be credited. Damage to shipments must be noted on the bill of lading at the time of receipt or returns will not be accepted. Damaged merchandise should be retained along with the packing materials and shipping cartons for possible inspection by carrier. We may request digital images of damages to support our claim with the carrier. Perishable goods are not guaranteed. We will not issue credit for products not maintained at the temperature recommended by the manufacturer. Gourmet International does not guarantee sell-through on any products. We will not accept returns of any Holiday Orders, including Special Orders. All Holiday Sales are final.

**ACCEPTED FORMS OF PAYMENT** | Gourmet International accepts the following forms of payment: checks, cash, ACH, debit cards and credit cards. Please note if you are using a credit card for payment, Gourmet International will charge a 2% surcharge to cover our processing fees. This is for all states except: California, Colorado, Connecticut, Florida, Kansas, Maine, Massachusetts, New York, Oklahoma, Texas and Puerto Rico. A \$45 charge will be added to returned checks.

### CREDIT, RETURN, & RESTOCKING POLICY

Gourmet International is committed to delivering quality goods and services, however we know there are times when product does need to be returned. As always, we will continue to credit any product that is returned at the time of delivery that meets return criteria. After a delivery is made any requests for pick-up or credit of a product must fall within our predetermined guidelines to receive credit. Special orders are non-refundable and may require prepayment. We do not guarantee sell-through of seasonal merchandise. Seasonal Pre-Orders may NOT be cancelled.

#### IMPORTANT REASONS FOR OUR RETURNS AND CREDIT POLICY

- To ensure product quality and reduce losses for our company and customers.
- Ensure that all products are handled according to HACCP and GMP regulations.
- Reduce the risk of redistribution of defective products.
- Decrease handling expenses and the processing time for credits.



### WHEN YOUR ORDER ARRIVES

- Verify the product being delivered is accurate and of good quality.
- All order items that are returned or cancelled after order selection has been completed are subject to 25% restocking charge based on order value unless the product was damaged or is found to be of poor quality on delivery. You are responsible for freight expenses incurred for undeliverable orders.
- For customers receiving deliveries via common carrier clear and specific product issues must be noted on the bill of lading for any credit or return to be considered.
- If Gourmet International's fleet delivered your order, once you have checked it, please make note of any damages or shortages and sign the bill of lading. Your signature is verification that you are satisfied with your order and that all proper notations have been made.
- Requests for credit, due to a shortage, must be made within 48 hours of delivery receipt. Credit will not be issued for any product after the 48-hour period.
- Items that were not purchased from Gourmet International will not be accepted.

### REQUEST FOR CREDITS/PICK-UPS AFTER A DELIVERY

- All requests for pick-ups can be made to your Sales Representative, or Customer Sales and Support.
- For Gourmet International "direct delivery" customers products can be returned after delivery only if authorized and if they meet food safety guidelines which are put in place to ensure the integrity of our products.
- Perishable products cannot be returned, if approved for credit they will require disposal at the receiving location.
- Notification must be made within 48 hours of delivery receipt.
- Credit, Return and Issue Form must be completed and accurate. Items with inaccurate or missing information will not be accepted or credited. The credit issue & return form must be sent to your Sales Representative and / or Customer Sales and Support within the 48-hour window.

### CREDIT, RETURN & RESTOCKING FORM REQUIREMENTS

The following information must be included on the credit, return & restocking form.

- Provide Order Invoice #
- Provide Item #'s and quantities of each item being returned.
- Provide reason for return and photos if applicable.
- Provide contact information for the person executing the return.
  - Full Name.
  - Email address.
- Send all above information to [sales@gourmetint.com](mailto:sales@gourmetint.com)

### PACKAGING

- Product being returned must be in its original, full case package, free of damage or markings. Products with damaged, soiled or marked packaging will not be accepted.



**PERISHABLE PRODUCTS**

Unfortunately, we cannot accept returns of perishable items. Perishables include but are not limited to deli meats, chocolates, confections, and bakery items.

- All perishable sales are final. Any claims requesting credit require pictures of the product, specific product claim details and disposal of the product at the receiving location once authorized.
- Drivers are not able to pick up or return any perishable products. This is to avoid contamination concerns and is supported by food safety guidelines.
- Short-dated products require photo of BBD / Expiration date on the package along with the order invoice # / date.

**REQUESTS FOR CREDIT WITHOUT PRODUCT PICK-UP**

- Credit and/or Return Requests need to be communicated within 48 hours of delivery to either a Sales Representative or Customer Sales & Support at sales@gourmetint.com.
- The Sales Representative or Customer must take and send a clear picture of the entire case of bad/damaged product in order to receive full credit.
- The Sales Representative or Customer must also take and send a clear picture of the Gourmet International pick label or any other manufacturer's label that might apply.

**CUSTOMER ACKNOWLEDGMENT**

I acknowledge that I have read, understood, and agree to the above terms and policies.

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_