



Delivery Charge – Frequently Asked Questions

Updated February 2017

- 1. What is Empire Merchants Delivery Fee policy?**
 - a. Effective September 1, 2015, Empire Merchants, LLC will charge \$20.00 on all deliveries under \$1000
 - b. The charge will appear on the invoices as a separate line item titled “Delivery Charge”
 - c. It is beneficial for you to consolidate your sales orders.

- 2. What if I cancel part of an order on a given day and I go below the \$1000, will I get charged the \$20?**
 - a. Yes

- 3. Are Bill and Storage orders and regular sales orders combined (on a daily basis) to see if I reach \$1000 limit?**
 - a. No. Only regular sales orders are used to see if the \$1000 limit has been reached.
 - b. 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. However, Empire Merchants policy requires a 10 case per brand minimum order quantity for all new Bill and Storage orders.

Example: If a Customer places a regular Sales order totaling \$500 and a new Bill and Storage order for 12 cases of a brand – will there be a \$20 delivery fee?

The Customer will be charged \$20 on the regular sales order because it was below \$1000 minimum. The new Bill and Storage order met the 10 case minimum and is not subject to the delivery charge.

- 4. Will I get assessed the \$20 delivery charge when I release goods from Bill and Storage?**
 - a. No

- 5. What if I don't pay the \$20 delivery charge?**
 - a. In accordance with NYS law, an account that does not pay the \$20 charge will be put on the delinquent list.

- 6. If I refuse an item on delivery that brings the total order to less than \$1000, will I get charged the \$20.00?**
 - a. Yes. Since the customer refusal reduced the total amount of the order to less than \$1000, the delivery charge will be assessed.

- 7. If I place an order that is greater than \$1000 and then refuse a case because it was broken AND the total order is now reduced to less than \$1000, will I get charged the \$20.00 delivery charge?**
 - a. No provided you email/call Customer Service or your Sales Rep with the invoice information if the merchandise has been reordered.

- 8. What if I need to reorder the case and the new order is less than \$1000, will I be charged the \$20.00?**
 - a. If this is the only item that you are reordering – you will see the \$20 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 \$20 delivery charge.
 - b. If you reorder the case and add on additional items AND the total amount of the invoice is less than \$1000, you will be assessed the \$20 delivery charge. The delivery charge is assessed in this situation because the new items do not total \$1000 (regardless of the reorder for the breakage on the previous order)

- 9. 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 - on the main home page screen)
 - b. The delivery charge is also posted on Empire Merchants, LLC price postings.