



Delivery Charge – Frequently Asked Questions

Updated December 2017

1. **What is Empire Merchants Delivery Fee policy?**
 - a. Effective December 1, 2017, Empire Merchants, LLC will charge \$22.50 on all deliveries under \$1250
 - 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 \$1250, will I get charged the \$22.50?**
 - a. Yes
3. **Are Bill and Storage orders and regular sales orders combined (on a daily basis) to see if I reach \$1250 limit?**
 - a. No. Only regular sales orders are used to see if the \$1250 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.

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 \$22.50 delivery fee? The Customer will be charged \$22.50 delivery fee on the regular sales order because it was below \$1250 minimum.

4. **Will I get assessed the \$22.50 delivery charge when I release goods from Bill and Storage in any quantity?**
 - a. No
5. **What if I don't pay the \$22.50 delivery charge?**
 - a. In accordance with NYS law, an account that does not pay the \$22.50 charge will be put on the delinquent list.
6. **If I refuse an item on delivery that brings the total order to less than \$1250, will I get charged the \$22.50?**
 - a. Yes. Since the customer refusal reduced the total amount of the order to less than \$1250, the delivery charge will be assessed.
7. **If I place an order that is greater than \$1250 and then refuse a case because it was broken AND the total order is now reduced to less than \$1250, will I get charged the \$22.50 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 \$1250, will I be charged the \$22.50?**
 - a. If this is the only item that you are reordering – you will see the \$22.50 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 \$22.50 delivery charge.
 - b. If you reorder the case and add on additional items AND the total amount of the invoice is less than \$1250, you will be assessed the \$22.50 delivery charge. The delivery charge is assessed in this situation because the new items do not total \$1250 (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 under the “Customer” tab)
 - b. The delivery charge is also posted on Empire Merchants, LLC price postings