



# POLICIES & TERMS

## Minimum Order & Pricing:

- \* NO MINIMUM
- \* Most of the items in our catalog do not require minimum amounts to be purchased. You determine what works best for your operation!
- \* Prices & Policies are subject to change without notice. Current pricing will always be available on our Web Catalog (sunlandspecialties.com)
- \* Sunland Specialties has been in business for over 30 years! Our goal is to provide the best pricing, service and policies in the industry. We work hard making sure our items offered are sales performers. We don't want inventory that doesn't sell on your shelves either.
- \* Not sure what to carry, how to display or price merchandise? Give us a call, we'll be happy to make suggestions. Your success is a "win / win" for both of us!
- \* Occasionally suppliers will discontinue or make changes to their products. Sunland Specialties will strive to replace those items with comparable items to insure your store is stocked with an item that is very similar to the one pictured and described in the catalog. If your OK with this then we will ship substitutions. If not -simply request on your order that you would like to be notified of substitutions before processing of the order and we'll call you for approval.

## Terms & Freight:

- \* Net 30 days / Credit Card (Visa and Mastercard) / COD
- \* Net 30 days: Credit must be approved. Must have current credit application on file. Change of ownership requires a new application be submitted.
- \* Sales are tax exempt on resale items with a signed resale certificate on file with us.
- \* Credit card payments are gladly accepted at time of order without a bank fee being applied. However, any credit card used after time of order for payment will result in a 2% fee being charged.
- \* Freight incentives apply to invoices that are paid within terms.
- \* Past due balances are subject to 1.5% monthly fee. Accounts may lose terms as established. Returned checks are subject to a \$30.00 fee and freight incentives will be void. Both are subject to necessary collection fees.
- \* All shipments are FOB Upland, California unless otherwise noted in the catalog.
- \* Freight incentives are allowed on all current applicable invoices over \$250 (see details on inside front cover).
- \* Orders are shipped UPS Ground within 24 hours of receipt. In accordance with UPS & Sunland Specialties operating days.
- \* Will Call.....Call us to arrange pickup. Toll Free: 866-680-3711 or 909-608-7740  
1141 E. 8th Street, Upland, CA 91786

## Placing An Order

- |               |                       |                                  |
|---------------|-----------------------|----------------------------------|
| * FAX IT IN   | 24/7/365 DAYS A YEAR  | (909) 608-7745 use order form    |
| * EMAIL IT IN | 24/7/365 DAYS A YEAR  | sales@sunlandspecialties.com     |
| * WEB CATALOG | 24/7/365 DAYS A YEAR  | www.sunlandspecialties.com       |
| * CALL IT IN  | 8:30-5:00 MON-FRI PST | (909) 608-7740 or (866) 680-3711 |

## Shortages & Damaged Goods:

- \* All of our orders are double checked for accuracy before leaving our warehouse. However, in the event that something is missing or over supplied, contact our office within 72 hours of receipt.
- \* Report any carton that appears damaged or crushed in any way to the freight driver. Make sure it is noted BEFORE you sign for acceptance of package. All damaged goods reported will require you to save the cartons and items (for 5 days) so freight carrier can examine damaged goods if they wish. Failure to do so may result in loss of credit.
- \* Misuse or abuse is not covered. However, should an item be defective from the manufacturer, please call us so we can issue credit.

**“Thank you – we appreciate the opportunity to serve you!”**

<b>3 WAYS TO ORDER</b>	<div style="background-color: #ffcc00; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto 10px auto;">1</div> <b>BY PHONE:</b> <b>866-680-3711</b> <small>OR</small> <b>909-608-7740</b>	<div style="background-color: #ffcc00; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto 10px auto;">2</div> <b>BY FAX:</b> <b>909-608-7745</b>	<div style="background-color: #ffcc00; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto 10px auto;">3</div> <b>ONLINE:</b> <b>WWW.SUNLANDSPECIALTIES.COM</b>
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