

Copper Canyon Farms

To Our Newest Copper Canyon Farms Customer:

Thank you for allowing us the opportunity to service your produce and specialty foods needs. As we begin our partnership, we would appreciate you taking the time to review our policies and procedures for ordering, shipping and payment of products.

- **Salt Lake City Warehouse Hours of Operation** – Monday – Saturday
Closed Sunday
 - Sales Staff: Monday – Friday 7am - 5pm
 - Customer Service: Monday – Friday 6am - 6pm
 - Customer Service: Saturday 6am - 2pm
 - Shipping: Monday – Saturday 4am – 2pm
 - Will Call: Monday – Saturday 5am – 1pm

- **Holiday Schedule** – On the following holidays Copper Canyon will be closed:
 - New Year’s Day Labor Day
 - Memorial Day Thanksgiving
 - 4th of July Christmas
 - 24th of July

- **Order Deadline** – To guarantee delivery of product the following morning, your order must be placed by;
 - 6:00 PM** for local customers
 - 10:00 PM** for Park City Customers
 - 6:00 PM** for Jackson, WY customers
 - Phone – 801-908-6091
 - Toll Free – 800-564-0949
 - Fax – 801-908-6176
 - Web – www.coppercanyonfarms.com. Online ordering is available through the ORDER link at our web site. A customer ID and user password must be assigned prior to getting started. Contact your sales representative.

- **Order Minimum** – The minimum order is \$100.00.
 - **Special Orders** – We inventory a wide selection of produce items, and due to the perishable nature of these products, special orders are

recommended to insure delivery of particular products or unusual quantities. Please contact the Sales department.

- **Door Drops** – Copper Canyon drivers are not permitted to leave product without signature on the invoice unless stated otherwise by the customer.
 - **Key Drops** – If you require a specific delivery window when no personnel are on site, we do accept responsibility to “Key” drop your orders in your restaurant or cooler. A Key Agreement document can be signed upon delivery of a key and/or alarm code.
 - **Delivery Fee** – A fee of \$25.00 or more may be applied to orders that do not hit the minimum order limit or to orders that require additional services i.e.: cooler rotation, unusual distance for delivery, special handling (frozen products), etc.
 - **Late Order Fee** – A fee of \$25.00 or more may be applied to any order that is received after the 10PM deadline or for orders placed for same day delivery.
 - **Customer Order Errors** – Will be resolved to the best of our ability within acceptable limits as quickly as possible.
 - **Copper Canyon Order Errors** – Will be resolved as quickly as possible the same day unless specified otherwise by the customer.
 - **Emergency Deliveries** – Allowable based on customer history and frequency and subject to late order fee.
- **Credit Procedure** – Any claim for allowance or return of goods must be made within 24 hours after delivery. All products must be returned to Copper Canyon Farms before credit can be issued, unless otherwise specified by a Copper Canyon representative.
 - **Point of Delivery** – All drivers carry Request for Credit forms for returning product from that day’s delivery. Your copy of this form is your “request” for credit and is proof of return. The driver returns all RFC’s for management approval and a hard copy credit is then faxed to you.
 - **Discovery after Delivery** – If product is discovered after the delivery that needs to be returned for any reason, please call the customer service department for a pick-up within the 24 hour period. The RMA (Returned Merchandise Advisement) will come with the driver on the next delivery and will issue you a copy. Upon approval, the credit will be faxed that same day.
 - **Payment Policy** – Customer agrees to make payment according to the terms stated on invoice. A 2% rate of interest (24% annually) will be charged on all past due accounts over 30 days. If collection proceedings become necessary, account agrees to pay all costs of collection including attorney’s fees and court costs.

Once again thank you for your business. If you have any questions or concerns or need clarification, please call our sales department at 801-908-6091. We look forward to our successful partnership.