



## DELIVERY PROCEDURES & GENERAL INFORMATION

February 28, 2023

**Scheduling Delivery Appointments:** Delivery appointments must be scheduled at least 24 hours in advance, and will be based on availability on a first come, first served basis. Appointments can be called in at 616-541-2187 or emailed at [appt@superiorfoods.co](mailto:appt@superiorfoods.co).

**Day of Delivery:** Please arrive no earlier than ½ hour before your scheduled deliver time to ensure our parking lot remains open and accessible. Absolutely no overnight parking or driver access into the building is permitted, without prior approval. In the event your appointment is before 7:00 a.m. or after normal receiving hours, please ring the bell outside the receiving office.

**On-Time Delivery:** All loads must be delivered on the planned arrival date at the appointment time given. Any issues that could potentially impact the ability to deliver on time must be communicated at least 12 hours before your scheduled time by the methods listed above. This would include, but not limited to:

- Vendor issues (no product available, etc.)
- In transit delays (weather, equipment break downs, driver out of hours, etc.)

### **Penalties:**

- A late delivery fee of \$250 will be applied for each load that is delivered late (over 30 minutes of scheduled appointment) as a result of a carrier performance issue.
- If no communication is provided, the load will be considered a no call, no show, and a fee of \$500 will be assessed.
- On time deliveries of perishable and fresh food deliveries carry extra significance to the company as we incur additional expenses to handle, further process, and deliver to our customers on off schedule days as a result of the delay. In addition to the delivery charges outlined above, any delays to fresh/perishable products may incur an additional fee of \$500 per occurrence.

**Pallets:** All incoming pallets must be of high quality and able to be reused. (See attachment for acceptable pallet guidelines). All pallets which are rejected will be assessed a fee of \$50 per pallet.

