



201 Kriebel Avenue (P.O. Box 847) Lansdale, Pa 19446
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Penn Valley Chemical Policies & Procedures effective April 15, 2015

Terms

- 1% 10 Net 30 days. Any invoices still open after 30 days will be considered past due.
- A \$12.00 charge may be assessed on any returned check.

Credit Application

- Penn Valley Chemical reserves the right to extend or withhold lines of open credit to any customer determined by the customer's experience, record of trade payments, financial condition, amount of credit needed, etc. Depending on these factors, Penn Valley Chemical may require current financial information, particularly if such information is not available through sources such as Dunn & Bradstreet or Equifax. Penn Valley Chemical may also require personal guarantees and/or other security interests.

Minimum orders/ Freight Charges/ Local Pick-up

- All orders, except for in-store pick-ups, will be charged \$5.00 freight.
- Orders under \$250.00 will be charged \$11.00 freight.
- Orders shipped via UPS will be charged the UPS fee plus \$5.00.
- All pick-up orders may be placed by calling Penn Valley Chemical customer service at 215-855-1878 or 877-782-1878. A one-hour lead time ensures quick turn-around on pick-up orders at our facility.

Penn Valley Chemical Truck Delivery

- Professional, custom delivery is available in most markets for customers that support scheduled weekly/daily route deliveries.
- Next-day delivery is available on stock items only.

Common Carrier

- Penn Valley Chemical is not responsible for paying Common Carrier accessorial charges, including: inside delivery, lift gate, hazardous material, sort and segregate, C.O.D. fees and construction site delivery.

Drop Ship Service

- Penn Valley Chemical will drop ship products to our customers; however, all applicable freight, handling, packaging charges and minimum order charges apply.

Damages

- The carrier who delivers merchandise is responsible for loss & damages. Acceptance of the shipment from the carrier is an acknowledgment that the products delivered were received in good condition and properly

packed. Penn Valley Chemical's responsibility ceases upon delivery to either the transportation company or if delivered by a Penn Valley truck, to invoice destination.

- Notify the carrier at the time of delivery of any shortages or damaged products. Carriers will not honor claims when the customer signs receiving documents as free and clear. Notify Penn Valley Chemical to arrange reshipment of lost and damaged goods.

Discrepancies

- Please notify Penn Valley Chemical within 48 hours with any invoice or shipment discrepancies: 215-855-1878 or 877-782-1878.

Past Due Accounts

- Open account privileges may be suspended if invoices are not paid when due within published terms and subsequent orders may be held until the account balance is reduced to current status. Unusual cases of adjustment or dispute will be given individual consideration and handled accordingly.
- Reasonable attorney's fees and other collection costs will be added to collection claims.

Special Order Products

- Penn Valley Chemical does not stock all items featured in this catalog. Non-stock items may be subject to limited availability or available only as special order items and are not subject to standard Penn Valley lead times.
- Special order and non-stock order quantities must reach the minimum order requirements of the manufacturer or may potentially be subject to excessive factory lead times.
- Special order and non-stock items must be purchased in full carton/ case quantities.
- All special orders must be placed on official purchase orders or with a Penn Valley Chemical special order form.
- No order cancellations will be accepted for special order or non-stock items once placed with Penn Valley Chemical.

Returns

- Penn Valley Chemical accepts returns of stocked products if returned in original packaging within 30 days. A restocking fee may apply in certain circumstances.
- Discontinued, special order, non-stock or close-out products are not returnable.

Penn Valley Chemical reserves the right to sell to any person or firm. All orders are subject to these terms and conditions. Prices are subject to change without notice.