



To Our Valued 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
 - Sales Staff: Monday – Friday 7am - 5pm
 - Customer Service: Monday – Friday 7am - 6pm
 - Customer Service: Saturday 8am - 1pm
 - Shipping: Monday – Saturday 4am – 11am
 - Will Call: Monday – Saturday 6am – 2pm

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

- **Order Deadline** – To guarantee delivery of product the following morning, your order must be placed by **following cutoff time**:
 - **8:00 PM** Wasatch Front, Logan
 - **6:00 PM** Eastern Idaho, Jackson Hole, St. George
 - **10:00 PM** Park City

 - **Late Orders** – A fee of **\$35.00** or more may be applied to any order that is received after the 8PM deadline or for orders placed for same day delivery.
 - 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.

- **Order Minimum** – The minimum order is **\$200.00**.

- **Delivery Charge** – A fee of \$35.00 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.

- **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.
 - **A 3% fee will be charged per invoice to all invoices paid with a credit card or purchasing card.**

Once again thank you for your business and welcome to the Copper Canyon Family. If you have any questions or concerns, please call our sales department at 801-908-6091. We look forward to our successful partnership.