



New Customer Sign-Up Form

Please complete the following information and fax or email to our office.
 We will contact you with a Customer Number, Monday - Friday.
 Phone # (800) 733-4191 * Fax # (866) 933-5466
 Email: customerservice@dutchvalleyfoods.com
 Website: www.dutchvalleyfoods.com

Billing Information

Business Name					
Address					
City		State		Zip Code	
Phone Number		Fax Number		Contact	
E-mail Address					

Shipping Information (if different than billing address) Same as Above

Business Name					
Address					
City		State		Zip Code	
Phone Number		Fax Number		Contact	

Tax ID # or Business License # to resell food products **(Required)**

How did you hear about Dutch Valley

Please select one of the following that best describes your business.

<input type="radio"/> Amusement Park	<input type="radio"/> Bakery	<input type="radio"/> Bulk Food	<input type="radio"/> Butcher Shop
<input type="radio"/> Candy Store	<input type="radio"/> Church	<input type="radio"/> Convenience	<input type="radio"/> Concessions
<input type="radio"/> Country Store	<input type="radio"/> Deli	<input type="radio"/> Distributor	<input type="radio"/> Discount Store
<input type="radio"/> Farmers Market	<input type="radio"/> Fundraiser	<input type="radio"/> Health Food	<input type="radio"/> Homeuser
<input type="radio"/> Institutional	<input type="radio"/> Manufacturer	<input type="radio"/> Produce Market	<input type="radio"/> Restaurant
<input type="radio"/> Roadside Stand	<input type="radio"/> School	<input type="radio"/> Supermarket	

(Required)

Please sign or initial indicating that you have read, understood and agree to Dutch Valley's Sales & Service Policy and the terms & conditions below.



Dutch Valley Food Distributors, Inc.

Sales & Service Policy

Office Hours

7:00 A.M. to 5:00 P.M. (Eastern Standard Time) -- Monday through Friday. Our telephone number is 1-800-733-4191. Our toll free fax number is 1-866-933-5466. Voice mail options are available after office hours.

Payment Terms

- **Visa, Master Card and Discover Cards are accepted for payment; however no discounts are offered on payment of invoices with debit or credit card.** Funds must be available at the time the order is placed. Full credit card number, expiration date and CVV (3-digit code) must be provided when each order is placed.
- If you would like to pay by check or apply for terms, please complete an application for business credit. This procedure takes approximately 1 week to process. Our terms are 2% 10, Net 15. A 2% discount on total invoice (excluding freight and tax) may be deducted if envelope is postmarked within 10 days of invoice date. An additional 1% discount may be taken if total due is paid to Dutch Valley driver at time of delivery. **This does not apply to checks held for deposit at a later date or invoices paid with a credit card.**
- Dutch Valley will not accept post-dated checks or hold checks longer than 10 days from the date on the invoice. No credit will be extended beyond 15 days unless special prior arrangements are approved by the credit manager.
- **No business or personal checks will be accepted until a credit application has been filled out and account status has been established.**
- Accounts that are not paid after 30 days will be subject to finance charges. If these terms are not met, we reserve the right to change your account to prepay status at any time, upon customer notification. Prepay status would require your order to be prepaid by Credit Card or be paid upon delivery with a certified or cashier's check, money order or cash.

Non-sufficient Funds Check Policy

A \$30.00 service charge will be assessed for checks returned for insufficient funds and your terms will be changed to certified or cashier's check, cash or money order. *Before using checks from your credit card company, please make sure you have sufficient credit left on your credit card to accommodate the amount on the check. If these checks are returned for insufficient funds, above service charges apply.

Deliveries - Dutch Valley Truck

Minimum orders and freight charges are based on the distance from Dutch Valley Foods to your delivery location. You will be given an ordering deadline and delivery schedule when your account is setup.

UPS and Common Carrier Deliveries - Outside the DV Truck delivery area

Dutch Valley offers UPS standard and hundredweight delivery service daily for your convenience. We ask for a one (1) working day lead time to process these orders. Freight for all items shipped UPS will be paid by the customer. There is no minimum for UPS orders. **Because of temperature factors out of our control, we cannot be held responsible for any product that is damaged due to melting or freezing during U.P.S. shipment.** Orders over 500lbs. will be sent by Common Carrier. Freight charges will be determined according to the amount of the order and the distance of delivery.



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Pick-up Orders

Orders may be picked up at our warehouse between the hours of 7:30 a.m. to 4:30 p.m. Monday through Friday. We ask that you give us a minimum of 4 hours lead time to process pick-up orders. If the order is not called in 4 hours prior to pick-up, there will be a wait time. There is no minimum for pick-up orders.

Out of Stock Items

Our goal is, and always will be, to achieve a 100% fill rate on all orders; however, there may be circumstances out of our control that prevent us from reaching our goal. Any item that was not fulfilled on your order will need to be reordered. We DO NOT maintain back order records. If you do reorder this product, you will be responsible for any freight charges that would be incurred with the shipping of the product.

Returns - In order to maintain our high standards of quality products, food safety and food integrity, please observe the following procedures for returns:

- o Returns are to be approved through our credit/return department prior to returning product. Call 1-800-733-4191 ext. 5045 with any return issues to receive return authorization prior to returning product. Only after receiving authorization from the credit department will our drivers and sales team be able to process returns. They are not authorized to bring back any items from previous orders which have not been pre-approved with our credit department.
- o Delivery discrepancies must be reported within 5 days of receiving your order.
- o **Returns must be reported within 10 calendar days and returned within 21 calendar days from delivery date.** We will arrange for pick up with your next delivery. If you will not have a delivery within 21 days, please notify us so we can review options to ensure product is returned within this time frame.
- o All merchandise returned for credit must be in saleable condition and in their original cartons which are clean and free of all markings.
- o After the products have been returned to Dutch Valley, a credit invoice will be mailed to you. You may deduct this amount from your next invoice. Please contact Accounts Receivable at ext. 5040 with any questions regarding credits to be applied to invoices.
- o Seasonal items and Special order items cannot be returned.
- o Customer must have original invoice/document number to receive credit.

Refrigerated Products purchased from Schlabach Branch

- o Discrepancies related to delivery or quality of Refrigerated products shipped from our Schlabach Branch should be reported within 48 hours of receiving your order for credit to be considered. It is essential to call 877-805-8309 for a return authorization.

Special Orders

If you are in need of an item that we are not currently stocking, we will research the availability of the product and do a special order if possible. 4-6 weeks lead-time may be required before receiving the item. Special Orders cannot be returned.