



HARVEST PURE TRADE TERMS & CONDITIONS

DELIVERY GUIDELINES

- Deliveries are made Monday through Friday from 8am-5pm. This excludes holidays.
We are closed for delivery on the weekends.
- Any order placed will be delivered on the scheduled route delivery day for your area. Please contact your account rep for route info or schedules.
- Same day delivery request cutoff time is 9am. All orders received after 9am will be delivered the following day or on the next scheduled route delivery day for your area. Any requested rush orders may be subject to a \$25 rush delivery fee if the delivery can be accommodated.
- All requested deliveries outside of normal business hours will be charged a \$50 after hour's delivery fee.
Although we will certainly attempt to accommodate, we cannot guarantee after hour delivery.

PAYMENT POLICY AND RETURNED CHECK FEE

- Harvest Pure accepts checks, all credit cards and ACH forms of payment. All new accounts are set up as COD – check payment on delivery. Customers may request to have a credit card or banking information securely stored for delivery payment convenience. Customers requesting NET 30 terms must complete a credit application and will be subject to review/approval.
- All returned checks will result in a \$30 fee.

STANDARD SERVICE

- Harvest Pure will periodically inspect, clean and service beverage dispensing equipment on a scheduled basis. Please contact the office or your account representative during regular business hours to request a service or maintenance visit.

EMERGENCY SERVICE

- Harvest Pure provides emergency service 24 hours a day - 7 days a week.
Please contact your account rep or the office for service related emergencies 843.724.5551.
- Emergencies are qualified as instances when the system is down due to equipment malfunction, failure, damage or a line ruptures resulting in a pressurized leak of syrup, water or soda water. Operator error, syrup calibration, running out of product or CO2 may not qualify for emergency service and would therefore be addressed during normal operating hours.

DAMAGED AND/OR LEAKING BOXES

- Harvest Pure will only replace or credit if there is a known or identifiable manufacturer defect.
- Harvest Pure will not be responsible for any mishandled BIB products that become damaged or begin to leak while in customer's possession.

DAMAGED EQUIPMENT

- The customer accepts responsibility for the cost of any damaged equipment due to neglect and/or misuse. This may include, but is not limited to, all beverage dispensing equipment components such as regulators, fountain units, bar guns, pumps, carbonators and connectors.

CO2

- A \$100 deposit per tank will be charged if an empty tank is not available to exchange or return at the time of purchase.
- The deposit is refundable upon return of the tank provided by Harvest Pure.
- Harvest Pure will credit and/or replace CO2 lost due to equipment failure only. Operator error such as running a BIB completely dry resulting in air pocket in the pump does not qualify for credit.
- Replacement and/or credit will be limited to a 20lb CO2 cylinder and/or 100lbs of bulk CO2.
- Harvest Pure will not accept responsibility for CO2 loss due to a damaged regulator, a spazzing pump - a result of running out of product or any evidence of customer neglect, misuse or operator error.

REFUNDS/CREDITS

- Harvest Pure does not issue refunds for purchased product. Product exchange or credit will be considered for all products that are within in code and have at minimum 60 days of remaining shelf life. If any products fall outside those parameters unfortunately an exchange or credit will not be extended.

FUEL SURCHARGE

- A minimal fuel charge is added to all deliveries. This is subject to change without notice.