

# HolisticPetSource

## Our Customer Policies & Procedures

### A. ESTABLISHING AN ACCOUNT WITH HPS

1. We love to work with new customers! Please give us a call at (615) 254-9721 or email [sales@holisticpetsource.com](mailto:sales@holisticpetsource.com) to start the application process.

### B. ORDERING

1. Holistic Pet Source offers a number of different ways to place an order for the convenience of our customers. However, we do ask that you follow a few guidelines that are outlined, starting in Section C, in order to ensure prompt processing and accuracy of your order. The methods of placing an order are as follows:
  - a. Sign on to the website with your username and password. If you do not have a login and password, please email [sales@holisticpetsource.com](mailto:sales@holisticpetsource.com).
  - b. Navigate to the products you wish to order via the menu at the left hand side of the page.
  - c. Enter the quantity that you wish to order, click "add", and continue until you have all the items listed in your cart that you wish to purchase.
  - d. When you are finished adding items, click "Check Out".
  - e. Please review your order carefully to ensure you have selected all of the items you need. Please also note the purchase total so that you can ensure it meets your minimum order requirements. See Section D.
  - f. We love to give out samples and other promotional materials! If you are in need of samples, brochures, or other POP materials, just notate it in the memo section and we'll be sure to include them with your order.
    - (1) If ordering samples and promotional items, please make sure to be specific as to the brand, type and quantity.
  - g. Once you have verified that all the information is accurate, click "Place Your Order".
2. Online at [www.holisticpetsource.com](http://www.holisticpetsource.com)

Note: You will receive an "order received" confirmation via e-mail that you can print for your records. Please review this confirmation and contact us if you have any questions. You will also receive a confirmation from our Customer Relationship Coordinator confirming that your order was processed. If you do not receive confirmation within 24 hours of placing your order, please call to verify that your order has been received. You may contact HPS Customer Service at (615) 254-9721.

#### 3. Email or Fax

- a. Write or print out your order
  - (1) To prevent order entering errors, you must include for each item; the manufacturer, clear product description, size of product, and quantity to order.
  - (2) Please make sure that your order meets the minimum order requirements
- b. Send your order to: (615) 254-9724 or Email to: [orders@holisticpetsource.com](mailto:orders@holisticpetsource.com)

#### 4. Phone

- a. Contact your sales representative or the Customer Relationship Coordinator and they will be glad to process your order.
  - (1) To prevent order entering errors, please include the following for each item: manufacturer, clear product description, size of product, and quantity you wish to order.

(2) Please make sure that your order meets the minimum order requirements.

### **C. RECEIVING**

1. If possible, unload, inspect, and count each item while the driver is at your location. This will ensure that any issue is resolved as quickly as possible. Please note that if you are receiving your delivery via a third-party freight carrier, take special care to follow the specific guidelines found in section H-2.
2. For any missing or damaged items, please note on the driver's log and packing slip before signing.
3. Sign the HPS packing slip acknowledging that you have received the listed products and there are no missing items or visible damage other than what was previously notated.
4. If you find that the items are damaged or a mispick has occurred, please allow the driver to take the items back. If you do not recognize the mistake while the driver is still at your location, please contact HPS Customer Service and inform them of the issue by the next business day. If applicable, the item(s) may be returned the next time the driver visits your location.

### **D. MINIMUMS**

1. In order to keep HPS delivery fees as low as possible, minimums may be set by geographic region. Please contact the Sales Team for further information.

### **E. DEADLINES**

In order to ensure that your order is delivered in a timely fashion, we ask that you adhere to the following order deadlines:

1. Most orders can be accepted up until **4 p.m. CST two** business days prior to the scheduled delivery date. Some routes require that the orders be submitted by **4 p.m. CST three** business days prior to the scheduled delivery date. If you are unsure as to the specific deadlines for your route, please contact Customer Service or your Sales Representative. Orders received after the times listed above may not make the next delivery.
2. Orders shipped via a third-party freight carrier may be accepted at any time.

### **F. PAYMENTS**

1. Invoices will be sent via email, unless otherwise stated, prior to delivery. If receiving your order using HPS in-house delivery, the driver will have a copy of your invoice. If your delivery is shipped via a freight carrier, a copy of the invoice will be included with the product.
2. HPS terms are COD or prepayment. Please speak with your Sales Representative for further information.
  - a Check payments may be given to the HPS delivery driver upon his/her arrival at your location.
  - b Freight delivery customers are typically under a Net 7 arrangement and payments should be mailed to the following address:  
1414 Fort Negley Blvd  
Nashville, TN 37203
3. Credits for damaged and/or returned items will be applied to future orders, if applicable.
4. Payments for outstanding invoices must be received prior to receiving subsequent deliveries.

### **G. MANUFACTURER INCENTIVES**

1. Manufacturer coupons
  - a Complete in full per the manufacturer specifications. Failure to provide complete information may cause a delay in the issuing of credits.
  - b Mail the completed forms or coupons to HPS, Attn: HPS Customer Service
2. Frequent Buyer Programs and Breeder Programs
  - a To ensure the receipt of credit, the forms must be completed in exact accordance with the manufacturer specifications.
    - (1) If you are unsure of these requirements, please contact our HPS Customer Service department at (615) 254-9721.
  - b Mail the completed forms to HPS, Attn: HPS Customer Service

## **H. DAMAGES/SHORTAGES/MISPICKS**

1. Delivered by HPS
  - a Please inform the HPS driver of any visible damages, shortages, or mispicks at the point of delivery. This will ensure that the issue is resolved as quickly as possible by our team.
    - (1) Fill out the HPS claim form, located on our website, within 24 hrs. after delivery or the next business day.
    - (2) Submit via fax to the corporate office at (615) 254-9724. You may also email the form to [orders@holisticpetsource.com](mailto:orders@holisticpetsource.com).
  - b For concealed damages discovered after delivery, please notify HPS Customer Service at (615) 254-9724 immediately. Our representatives will instruct you as to the next steps.
  - c Please note that HPS issues credits for returns, mispicks, or shortages, but does not issue replacement product or cash refunds.
2. Delivered by freight carrier
  - a HPS highly recommends that you take care and due diligence when receiving product via a third-party freight carrier. Make sure that you are available to review, inspect, count, and document any irregularities while the driver is on-site and before you sign off on the shipment. Often times if you do not notice and alert the driver to damages or shortages, the freight carrier will not take responsibility and thus you will not be compensated for their mistakes or mishandling of your purchases.
  - b If you notice damages (concealed or unconcealed) or shortages, please seek resolution with the freight carrier. If you have questions regarding the claims process, please contact HPS Customer Service at (615) 254-9724 and a representative can walk you through the process.
  - c To file a claim, carriers require the signed bill of lading notating irregularities, a copy of the invoice, and any other documentation you are able to obtain. Here is further information for your reference:
    - (1) AAA Cooper
      - (a) Go to [www.aaacooper.com](http://www.aaacooper.com)
      - (b) Click on "Cargo claims"
      - (c) Complete online and submit
    - (2) R&L Carriers
      - (a) Go to [www.rlcarriers.com](http://www.rlcarriers.com)
      - (b) Click on "Documents & Forms"
      - (c) Click on "Freight Loss and Damage Claim Form"
      - (d) Print and complete the claim form
      - (e) Fax to: 937-283-8958
    - (3) Wilson Trucking
      - (a) Go to [www.wilsontrucking.com](http://www.wilsontrucking.com)
      - (b) Click on "Download or View Online Documents"
      - (c) Click on "Wilson Trucking Claim Form"
      - (d) Complete and print the claim form
      - (e) Fax to: 540-949-3292

## **I. RETURNS NOT DUE TO DAMAGES OR MISPICKS**

1. Returns must meet the following guidelines:
  - a Returns will only be accepted within 30 days of purchase. Please note that certain manufacturers offer full guarantees of their product and will accept customer and end-user returns past 30 days of purchase. Contact your Customer Relationship Coordinator for further information.
  - b Product must be in like-new condition; no store tags and no damage to packaging.
  - c Expired or short-dated product will not be accepted.
  - d Product must have been ordered from HPS.
2. Once you have confirmed that the return meets HPS requirements, please follow these procedures:

- a Fill out the HPS claim form located on our website.
- b Submit via fax to corporate at (615) 254-9724 or email to orders@holisticpetsource.com.
- c Product will be picked-up on your next delivery. If you are a freight customer, please note that HPS will not cover the cost of shipping your return back to our distribution center.
- d A credit memo will be issued to you upon receipt of product in good condition. A restocking fee may be applied for large returns, see Section K #2.

#### **J. DISCOUNTS**

1. For non-retail establishments, damaged product, close-outs, and expired/short-dated goods are available at a reduced cost. Please contact your sales representative or email sales@holisticpetsource.com for further information.

#### **K. FEES**

1. Delivery
  - a HPS deliveries – a nominal fee will be added to each order. The fees vary depending on territory. A fuel surcharge may be incurred during high fuel prices.
  - b Freight by carrier – a freight charge will be added to each invoice. The charge will vary depending on the weight but HPS pays for half of the fee as long as the order meets the minimum requirements.
2. Returns
  - a A restocking fee of 20% may be applied for large returns of product that is not damaged, expired, or short-dated.
3. Finance charges – past due invoices will result in a 2% monthly finance fee.
4. Non-sufficient funds (bounced checks) will incur a \$30 service charge.