

TROUT LAKE FARM - ORDER INFORMATION

Minimum Order/Shipment Size: Trout Lake Farm's minimum order size per shipment is 500 kg's/1,100 lbs. Orders can be comprised of mixed items totaling 500 kg's/1,100 lbs. Bag weights may vary. Order size, delivery and fulfillment restrictions may apply. Discuss ordering details with your Sales Representative.

Add-ons and Adjustments: Please order carefully, as we cannot accept add-ons or changes to orders in process.

Truck, UPS & Fed Ex Ground Shipping: We ship via truck transport, UPS, or Fed Ex Ground (Fed Ex on customer accounts only). Orders are processed and staged for collection within 2 business days. Export orders may require additional preparation time. Due to our remote location, unexpected delays in transport may occur.

UPS & Fed Ex Ground Box Fee: Regulations require that we ship our goods in durable boxes. The resulting charge of \$3.00/box is added to customer invoices. An additional \$15.00 pick up fee applies to Fed Ex shipments.

Truck freight FOB: All shipments are FOB Trout Lake, WA or Ephrata, WA unless other arrangements are made. We can arrange truck transport of your order and add the shipping costs to your invoice. Freight quotes are available for this service. Customers may also choose to handle their own truck transport arrangements. Freight details are available through your Sales Representative.

Export Advisory: Trout Lake Farm's minimum order size per shipment for export orders is 227kg's/500 lbs. Orders can be comprised of mixed items totaling 227 kg's/500 lbs. Bag weights may vary. A \$35.00 per pallet handling fee will be charged on export orders, which covers the cost of the plastic pallets required for goods leaving the U.S.A. A \$150.00 Export fee will be charged for all export orders. This fee will cover paperwork & courier fees associated with export orders. Additional fees could apply. Please check with your sales representative.

Organic Certification: Trout Lake Farm's farming and processing operations are certified by the Washington State Department of Agriculture. Our products also meet organic export requirements for the European Union (EU), Canada, and Japan. Organic certification documentation is available upon request.

Kosher Certification: All of our products are Kosher certified through Star-K Kosher Certification. Kosher certification documentation is available upon request.

Certificates of Analysis & Botanical Identity: Trout Lake Farm provides customers with Certificates of Analysis for all of our botanical offerings. Botanical Identity documents are available upon request.

Product Samples: Botanical samples are available upon request. A fee for samples and/or freight fees may apply. Discuss sample requests with your Sales Representative.

Packaging & Storage: Trout Lake Farm herbs are packaged in poly woven bags with laminated moisture-resistant food grade liners. Standard recommendations for warehousing dried botanical material include storing goods away from exposure to moisture, light, pests, and elevated /fluctuating temperatures.

Returns Policy: Shipping errors, damages, or quality problems must be reported upon receipt of goods. All product returns must be pre-authorized. Discuss returns conditions and approvals with your Sales Representative, as certain restrictions and/or a restocking fee of 15% may apply.

Office Hours: Office hours are Monday through Friday 8:00 AM to 5:00 PM Pacific Standard Time. Trout Lake Farm is closed for the standard national holidays and also the week between Christmas & New Years.

Warehouse Hours: Shipping and receiving dock hours are Monday through Friday 8:00 AM to 3:00 PM Pacific Standard Time.

Terms: Net 30-day terms are offered on approved accounts. We accept Visa, MasterCard, or prepayment via check or wire transfer. Past due accounts will be charged 1.5% per month interest.

Conditions: All orders are subject to the attached Terms and Conditions of Sale. Trout Lake Farm reserves the right to refuse service.