

## 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. 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. Orders are generally processed and staged for collection within 2-3 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 \$4.00/box is added to customer invoices.

**Truck freight FOB:** All shipments are FOB Trout Lake, WA or Ephrata, WA unless other arrangements are made. We can arrange truck transport for your order and add the shipping costs to your invoice. Freight quotes are available for this service upon request. Customers may also choose to handle their own transport arrangements. Freight details will be provided by our shipping department via email once your order has been staged for transport. *Once freight details have been provided, we require that your order be picked up in a timely manner. Please make pick up arrangements within 3 days for domestic orders and 5 days for international orders.*

**Export Advisory:** Trout Lake Farm's minimum order size per shipment for export orders 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. 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. A Phytosanitary Certification charge of \$65.00 will be charged when applicable. 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 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 within 5 business days of product receipt and returned within 30 days of receipt. All product returns must be pre-authorized or they will be rejected upon receipt. 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 New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (and the day after), Christmas Eve, Christmas Day, 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 unless otherwise pre-arranged.

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

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