

TICKNER'S INC.

90 Main Street

Hackettstown NJ 07840

Phone: 888-577-8425

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WEBSITE:

TICKNERSDISTRIBUTION.COM

Terms and Conditions

1. The minimum for delivery is \$350.00 after any discounts or credits are applied. .
3. All deliveries are COD. We reserve the right to cancel delivery if Payment is not available upon the arrival of our driver.
4. Checks are deposited on the day they are received. Under no circumstances will checks be held, nor can we accept post-dated checks.
5. There will be a **\$50.00** returned check fee for all checks returned unpaid from the bank, and the account may be required to pay by cash or certified check on future deliveries.
- 6. Damages and shortages must be declared on delivery in order for credit to be issued. Once the invoice has been signed by store personnel, it is considered accepted as complete and correct.**
7. Items returned for reasons other than customer returns will be subject to a 15% restocking fee.
8. The majority of coupons are now mail in rebates to be returned directly to the manufacturer clearing house. Coupons that are still returned to us please attach to Tickners return form. Please call our office if you need a copy of this form.
9. We accept Fromm free product vouchers; they must be attached to Tickners return form.
10. Prices are subject to change without notice.

11. Your order must be called or faxed in by **5 P.M.** two days prior to your scheduled delivery day.

12. Add-ons are not guaranteed when called or faxed in after 2 PM.

Pricing Levels

Pricing levels are based on your average weekly delivery. For example if you get two deliveries in a 4 week period that add up to \$2000 your average weekly order would be \$500.

Pricing levels are as follows:

T1	\$350.00 - \$699.99
T2	\$699.99 - &1499.99
T3	\$1500.00 and above

Vouchers and Frequent Buyer Redemption

Please give all vouchers and frequent buyer envelopes to your driver. **You will receive the free product on the following delivery if required information is complete.** Credit can not be given in place of free product.

Vouchers and Frequent Buyer envelopes must be completely filled out and not expired in order to be considered.

If the store information is not completed we are not responsible if you do not receive credit.

Return Policy

In-store damages will no longer be authorized for credit. This does not include damages that occurred on delivery.

All damages and shortages must be declared on delivery in order to receive credit. Once an invoice is signed by store personnel, it is considered accepted as complete and correct.

Return to stock items

Return to stock items must be returned within 30 days of the purchase date in order to receive credit. The product must not have any price tags, stickers, or writing on them, and the product must be in sellable condition. In addition, there will be a 15% re stocking fee.

All return to stock items must be pre-approved by Tickner's.

Outdated Products

No credit will be given for outdated products unless authorized by your manufactures rep prior to the return.

Your driver will pick up returns and you will receive any credits on the following invoice. Invoice reconciliation forms do not guarantee that you will receive credit.

Customer Returns

Customer Returns must be accompanied by the following information:

Customer Name

Address

Telephone

Reason for Return

UPC from the returned product (Please staple upc to customer information- do not send back the entire bag)

Credit will not be issued unless we receive complete information.

The Customer Return Policy listed above applies to the following companies, if you do not see an additional manufacture listed that company has other policies & requirements for returns we will do our best to help however we can but some returns will require contacting them.

**FROMM
MERRICK
BOREAL**

NUPRO* requires a lot number and container

**PILLSTASHIO
TRIUMPH
BLACKWOOD
REDBARN CANS ONLY
ZUKES**

**PARTY ANIMAL
CHARLEE BEAR
GOGO TREATS
GRANVILLE ISLAND
ILLIO DENTAL TREATS
MACIE'S OWN
SMART COOKIE BISCUITS**



RETURN TO VENDOR FORM

STORE NAME*

CITY*

STATE*

RECIPE RETURNED*

BAG SIZE*

DATE OF RETURN

PRODUCT DATE CODE

If free bag coupon or voucher please list size and product given

FILL OUT INFORMATION BELOW FOR CUSTOMER RETURNS

CUSTOMER NAME*

CITY

STATE

ZIP

TELEPHONE

EMAIL

ATTACH COUPONS HERE

ATTACH UPC CODE TO BELOW

ATTACHED UPC

0 00000 00000 0

DO NOT SEND BAG BACK UPC ONLY

* REQUIRED FIELDS

RETAILER: SUBMIT TO YOUR DISTRIBUTOR FOR CREDIT. UPC MUST BE ATTACHED TO RECEIVE CREDIT. F-980



RETURN TO VENDOR FORM

STORE NAME*

CITY*

STATE*

RECIPE RETURNED*

BAG SIZE*

DATE OF RETURN

PRODUCT DATE CODE

If free bag coupon or voucher please list size and product given

FILL OUT INFORMATION BELOW FOR CUSTOMER RETURNS

CUSTOMER NAME*

CITY

STATE

ZIP

TELEPHONE

EMAIL

ATTACH COUPON HERE

ATTACH UPC CODE TO BELOW

ATTACHED UPC

0 00000 00000 0

DO NOT SEND BAG BACK UPC ONLY

* REQUIRED FIELDS

RETAILER: SUBMIT TO YOUR DISTRIBUTOR FOR CREDIT. UPC MUST BE ATTACHED TO RECEIVE CREDIT. F-980