Spies Customer Invoicing & Payment Policy

Important information for our customers!

Invoicing

Invoices are emailed to the designated accounting / accounts payable email address provided by your company. In general, invoices are sent on the same date they are generated, which typically correlates with delivery or pick-up of the material.

Established customers with an approved line of credit with Spies Company will typically be invoiced when the material has arrived at your designated Ship To location, or when the material arrives at Spies warehouse.

New customers, those whose credit application is in process or who are still establishing / re-establishing credit with Spies Company, may be required to pre-pay at the time the order is placed.

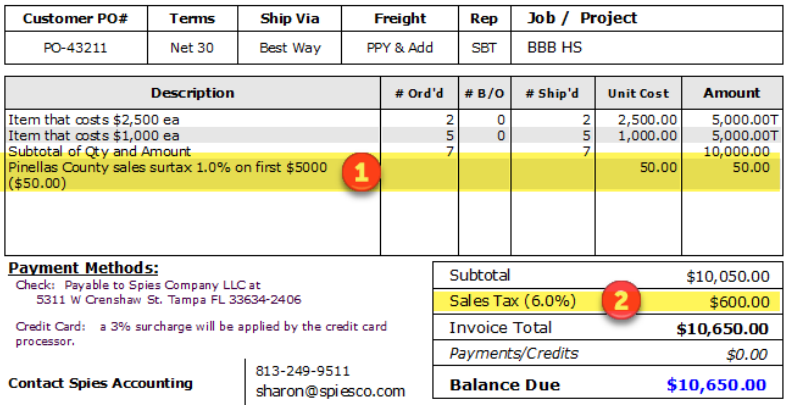
Sales Tax

The state of Florida requires sales tax to be assessed for materials we sell. The sales tax differs by county and is determined by where the item is delivered or picked up.

- Spies warehouse is in Hillsborough County – items picked up here will have Hillsborough County tax applied (6% FL state tax plus the current surtax amount for the year – 7.5% for 2026)
- If your warehouse is in Pinellas County and the material is shipped to
  - Your warehouse, the current Pinellas County tax (state plus surtax) will be applied.
  - The job site in Pasco County, the invoice will reflect the Pasco County tax rate.

Florida County Surtax only applies to the first $5000 of the invoice. Everything above $5000 is taxed at the base Florida sales tax rate of 6%.

- If your invoice total is $10,000. You will see 2 tax entries on your bill.
  1. A line on the invoice with the county surcharge only as applied to the first $5000.
  2. The Florida 6% rate applied to the entire balance in the Sale Tax line at the bottom of the invoice.



Customer PO#	Terms	Ship Via	Freight	Rep	Job / Project
PO-43211	Net 30	Best Way	PPY & Add	SBT	BBB HS

Description	# Ord'd	# B/O	# Ship'd	Unit Cost	Amount
Item that costs $2,500 ea	2	0	2	2,500.00	5,000.00T
Item that costs $1,000 ea	5	0	5	1,000.00	5,000.00T
Subtotal of Qty and Amount	7		7		10,000.00
Pinellas County sales surtax 1.0% on first $5000 ($50.00) 1				50.00	50.00

Payment Methods:
Check: Payable to Spies Company LLC at
5311 W Crenshaw St. Tampa FL 33634-2406

Credit Card: a 3% surcharge will be applied by the credit card processor.

Contact Spies Accounting 813-249-9511 sharon@spiesco.com

Subtotal	$10,050.00
Sales Tax (6.0%) 2	$600.00
Invoice Total	**$10,650.00**
Payments/Credits	*$0.00*
Balance Due	**$10,650.00**

If you are exempt from sales tax, please be sure to provide us with your current sales tax certificate prior to invoicing. Note that these will need to be updated to us each calendar year unless you have a multi-year certificate.

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Payment

Payment Terms

Payment is due according to the terms established with you by Spies Company. Please refer to the Spies Customer Payment Terms document provided to your company for details. Your applicable payment terms and payment due date are clearly identified on each Sales Order and Invoice.

Payment Methods

ACH payments are preferred. Check, Zelle, and card payments are also available, subject to the terms and limitations below.

- **ACH Direct Payment –** Preferred method. ACH payments must be set up in advance so payments can be made directly to our corporate bank account. Please contact Sharon for setup instructions. Bank account information is provided only through approved channels and in accordance with Spies' privacy and confidentiality practices.

  To ensure your payment is accurately and promptly applied to your account, include the Spies invoice number in the ACH transaction description, or email a remittance advice summary to Spies Accounting on the same day the payment is initiated.

- **Check –** Make checks payable to Spies Company LLC and mail to:

  Spies Company LLC
  5311 W Crenshaw St
  Tampa, FL 33606-2406

- **Zelle® –** Available for payments under $5,000. Each bank account sets limitations for Zelle transactions by day and by month. We recommend checking these limits before attempting to use Zelle to pay a Spies invoice.

  To pay with Zelle®:
  Zelle® Tag: spiescompany (no "@" symbol)
  Registered Name: Spies Company LLC
  Memo: Please include Invoice #[Number]

- **Credit and Debit Cards –** Visa, MasterCard, Discover, and American Express are accepted. Credit card transactions are subject to a 3% convenience fee; no convenience fee is charged for debit card transactions. Both credit and debit card payments are limited to transactions under $5,000, including sales tax. Larger payments should be made by check or ACH.

  For your financial security, Spies does not request or accept card information via email. Card information must be provided directly to a Spies team member, either in person at our office or over the phone. When a card is provided for the first time, the information is entered directly into our merchant services provider's secure payment system. Any temporary documents containing card information are immediately shredded after the card has been successfully entered and validated.

  Once entered, the full card number and CVC security code are no longer visible to Spies personnel. Spies Company does not retain card information in its internal records or physical files. For your convenience, card information is securely stored within our merchant services provider's system for future payment processing. If you prefer that your card not be retained for future use, simply let us know. We will arrange for its removal from the system after the current payment has been processed.

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Payment Timing

To be considered paid on time, payment must be received, or transaction completed **no later than the due date listed on the invoice** which is generated from the invoice date and your payment terms. This is based on the payment method.

- Checks must be received at the remittance address
- ACH and Zelle® payments must appear in the the Spies bank account as a deposit / pending deposit
- Credit Card payments successfully processed by the merchant services company.

Late Payment - If you cannot pay your invoice(s) according to your payment terms, please contact us prior to the due date to establish your plan for payment. Invoices not paid within 7 days of the due date, with no communication regarding your plan for payment, may incur a late fee of 1.5% per month on the outstanding balance, or $25 minimum, whichever is greater.

Payment Verification Policy:

Spies Company requires verbal phone verification for all electronic payment setups (Zelle, ACH, or Wire). Our payment credentials never change via email. If your accounts payable team ever receives an email requesting a change to our remittance address, Zelle recipient or Zelle tag, or bank account, do not process the payment—call Sharon Tappouni at 813-249-9511 immediately.

Early Payment Discounts

Established customers[1] may be granted an early payment discount. The specifics are determined between you and Spies Company and allow customers to take a small discount off their purchase in exchange for early payment. The current early payment terms offered by Spies Company are below.

[1] Customer has been with Spies Co a minimum of 6 months and/or 6 invoices paid within terms.

Early Payment Terms	Definition
2% 10 net 30	Take 2% off the invoice total if paid within 10 days* of the invoice date.
1% 15 net 30	Take 1% off the invoice total if paid within 15 days* of the invoice date.

* Payment must be received by Spies Company on, or before, 10/15 days from the invoice date to qualify for the discount.

For an invoice dated 2/5/26 being paid by check, for example:

- The check must arrive at the remittance address on or before 2/15/26 for the early payment discount to be valid.
- Checks dated 2/15/26, or in envelopes with a 02/15/26 postmark, but not received by Spies by 2/15/26 are not considered eligible for the early payment discount.

Early payment discount may be revoked if discounted payments are consistently received after the established discount timeframe.

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Returns, Exchanges & Credits

Many items we supply can be returned and/or exchanged if necessary. The item must be clean, unused and in working order. Contact the Spies sales rep you worked with to place the order on how to handle your request. You will need the Spies invoice number, and the PO associated with that invoice.

Spies Warehouse Returns - Items we commonly keep in our warehouse may be able to be returned for a simple credit. E.g. if you returned a $75 item, you would be credited $75 (plus sales tax if applicable). Exchanges on these commonly stocked items (e.g. you need a 2 ½" hose instead of a 3" hose) will be straight-forward. If you exchange a 2 ½" hose ($75) for a 3" hose ($100), your invoice will be adjusted to $100 (same day) or a second invoice for the balance of $25 will be issued.

Factory Returns – Items we don't normally keep in stock and items that need to be returned to the factory will incur restocking fee by the factory when they are returned. This is typically 15-30% and varies by factory and product. Thus, if you're returning a $100 item, you would receive $70 – 85 in return or credit. Of note, factories have reduced their restocking fees when materials are returned in excellent condition.

Custom Orders - And then there are the custom items which cannot be returned. They are built by the factory to meet your specifications and cannot be returned or exchanged after the order has been placed. Your sales rep will let you know if items on your order fall into this category.

We appreciate you as a Spies Company Customer!

If you have questions regarding our invoicing and payment policies, please contact your sales rep or reach out to Sharon Tappouni (sharon@spiesco.com) 813-249-9511.