Spies Customer Invoicing & Payment Policy

Important information for our customers!

Invoicing

Invoices 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 Count, the invoice will reflect the Pasco County tax rate.

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 may need to be updated to us each calendar year.

Payment

Payment is due based on the terms established with you by Spies. Please refer to the Spies Customer Payment Terms document sent to you. Payment terms will be listed clearly on Sales Orders and Invoices.

ACH payments are preferred; however other payment methods are available and vary based on your established payment terms.

- Check
- ACH
- Credit Card (incurs a convenience fee ~3%, varies by card type)

➢ Checks should be made payable to Spies Company LLC and sent to

5311 W Crenshaw St
Tampa FL 33606-2406

➢ ACH payments may be set up in one of 2 ways.

- Through our payment processing provider Helcim.
- Directly to our corporate bank account (only with approval and per Spies privacy and confidentiality practices).

To ensure payments are properly applied, ACH transactions must

- include the Spies invoice number in the transaction – OR -
- Be supported by emailing a remittance advice summary to Spies accounting on the same day as the transaction is initiated.

➢ Credit card transactions are limited to payments under $5000 total (including sales tax). Larger payments should be made by check or ACH transaction. (Visa, MasterCard, Discover, American Express are accepted.)

  ➢ Credit cards must be provided in person at the Spies office, or the required information provided in person or over the phone to a Spies team member. We will not request your credit card information via email, nor will we transmit it via email.

  ➢ Credit card information is entered into the secure Helcim system the first time it's provided to us. Any documents with the credit card information are shredded immediately after card is validated online. Once in the Helcim system, we cannot see the full credit card number or the CVC security code. Spies Company does not retain your credit card information in our systems or our office for your financial security.

  ➢ Once entered, your credit card information is securely stored in the Helcim system for use in the future. If you don't want it to be retained, let us know and we will delete the card information after processing the payment in question.

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 payments must appear in the
  - The Helcim processing system as an approved transaction
  - 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.

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.

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.