

IMPORTANT INFORMATION, TERMS, CONDITIONS, SHIPPING

CATALOG "KEY" EXPLANATIONS

The symbols below are used throughout the catalog to help designate special features. When the "KEY" symbol is listed next to the brand, it applies to all of the brand's products within the grouped box; when next to the item, it applies only to that item.

- GLASS SHIPPING POLICY APPLIES
These items are shipped via parcel carriers (i.e. Fed Ex, UPS, USPS). We repack them to ensure they arrive in good condition and charge a \$3.50 per case fee.
- KOSHER
Manufacturer represents product's Kosher compliance; actual symbol of certification is available on our website or from customer service.
- NOT PICTURED
Image was not available at the time of publication; may be shown on website.
- ORGANIC
USDA Certified Organic symbol is on the product.
- SUGAR FREE
Manufacturer guarantees products are sugar free.
- GLUTEN FREE
Manufacturer guarantees products are gluten free.

TO PLACE AN ORDER

Customer Service can be reached at 800.541.8267 from 8:30 a.m. to 5:00 p.m. EST, Monday - Friday. Watch for extended hours during the holidays. Orders may be faxed 24 hours a day to 800.541.8034.

For 24-hour access, visit www.petersimports.com. To view wholesale pricing on our site, you will need to register and create an online account. Our site features easy order placement with item numbers, or you can browse our full catalog and search by brand, product or item number.

WEBSITE FEATURES

For your convenience, the Peters Imports website is always open for business and is designed for easy navigation and order placement. Our website offers several user friendly features including multiple product search options, a quick order form template, a "previous order" link listing all of your orders placed on our website, and web order status. Be sure to check our website often to take advantage of web only specials. Web customers also receive the latest information on new products, special offers, and current information via e-mail. If you have basic question about our website, click the FAQ link.

TERMS OF SALE

Terms of Net 10 Days may be established by completing a Peters Imports credit application. Terms are granted based on past payment history, length of time in business, and any history at Peters Imports. Please allow 2 weeks for processing. Failure to provide complete information may delay approval.

Customers without credit terms may place an order with a credit card. We accept Visa, MasterCard, and Discover. Customers using debit cards assume responsibility for all overdraft charges that may occur on their account. All cards are authorized with freight charges added, but only charged if they do not qualify for free freight. We discourage the use of debit cards with maximum daily limits.

Orders may also be prepaid with a money order, cashiers check, company check, or shipped COD. Orders with a company check may be held up to 5 days until funds are confirmed. Cash-in-Advance orders will be canceled if payment is not received within 10 days. COD shipments are charged fees on their invoices of \$9.00 for carrier and \$3.50 for handling. COD shipments not delivered on our trucks are only shipped FedEx Ground (other common carrier COD fees are cost prohibitive). COD shipments delivered by our trucks incur no additional fees. Peters Imports will call you with the COD amount due prior to delivery.

A service charge of 1.5% will be added to all delinquent accounts. A \$75.00 charge will be applied for all returned checks. Peters Imports reserves the right to hold any order if there is an unpaid balance. Accounts with a delinquent balance will be re-evaluated and may revert to prepaid orders only. Please allow 7-10 business days for payments to post.

MINIMUM ORDER

The minimum order amount is \$150.00 per Peters Imports distribution point. There is a \$15.00 processing fee for any order under \$150.00 (excludes shipping charges). All products must be ordered in case quantities. We do not split cases.

PRICING & AVAILABILITY

Prices and product availability are subject to change without prior notice. Please contact Customer Service for current pricing and product availability when placing your orders. See our web site at www.petersimports.com for pricing, sales promotions and web-only specials.

FEDEX & UPS SHIPMENTS

Most orders are shipped FedEx Ground. You MUST count your cartons before signing! The carrier is only responsible for the number of outer cartons shown as delivered. When unpacking your shipment, be sure to open all cartons. We may pack multiple cases into one carton to save on shipping charges. For expedited shipping to Alaska, Canada, Hawaii, and Puerto Rico, please call Customer Service for a custom quote.

TRUCK/PALLET SHIPMENTS

YOU MUST COUNT THE CARTONS AND MARK ANY SHORTAGES OR OUTER CARTON DAMAGE ON THE BILL OF LADING. Any discrepancies in the case count listed on the Bill of Lading or outer carton damage not marked on the Bill of Lading BEFORE the driver leaves will not be credited.

For pallet sized orders, please notify us at the time of order placement if a delivery appointment or inside delivery is required. Please note that additional charges levied by the freight carriers (i.e. residential delivery or lift gate service where available) will be passed on to customers regardless of order size. These additional charges are not covered by the prepaid shipping chart. FedEx Ground Residential Delivery Surcharges are \$2.20/pkg for residential and \$4.95/pkg for rural residential. Fuel surcharges may also be passed on to customers.

BACK-ORDERS

Items that are out of stock will be held on back-order. Advise Customer Service if you do not accept back-orders. We will contact you if there are any problems or issues.

DAMAGES & SHORTAGES

All claims of shortage or internal damage must be reported to Customer Service within 7 days of receipt. All original shipping cartons, packaging and damaged merchandise must be retained. You may be asked to hold the merchandise for pick-up.

RETURNS

Returns will only be accepted when accompanied by a Return Authorization (RA) number issued by Peters Imports Customer Service. Returns are subject to a restocking fee of 20% or \$15.00, whichever is greater. Seasonal or special order merchandise will not be accepted. Returns must be received within 15 business days of RA number issue. Peters Imports is not responsible for merchandise returned without prior approval.

WARM WEATHER SHIPPING

Peters Imports ships heat sensitive items year round. We use cooler boxes and ice packs, depending on conditions. There will be an \$8.00 charge added to your invoice for each cooler box necessary to ensure products reach you in saleable condition.

If you do not wish to pay for cooler boxes to protect your products, you will be required to sign a form releasing Peters Imports from any liability for the condition of the products.

PRODUCT SAMPLES

Contact our Customer Service department, and for a nominal fee, we will send you product samples from our many brands. Please tell us if you need tasting or visual samples.

SPECIAL ORDERS

Special order items are shipped immediately upon arrival. Cancellations or returns are not accepted. The minimum order is 5 cases or \$150.00.

Order 800.541.8267

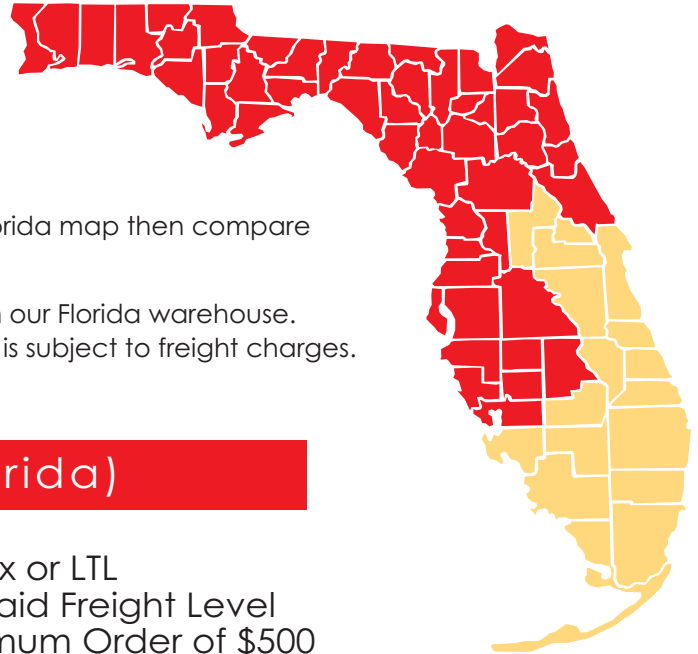
PREPAID SHIPPING CHART FROM MICHIGAN

Listed below are the prepaid freight levels from Michigan. Freight is prepaid depending on state and order value. If your order does not meet set minimums, shipping charges will be added to your invoice. Please consult the state chart to determine your prepaid freight level.

STATE	PREPAID MINIMUM	STATE	PREPAID MINIMUM	STATE	PREPAID MINIMUM
Alabama	\$1,500	Louisiana	\$1,500	Ohio	\$600
Alaska	*	Maine	\$1,200	Oklahoma	\$1,400
Arizona	\$2,000	Maryland	\$1,000	Oregon	\$2,000
Arkansas	\$1,500	Massachusetts	\$1,200	Pennsylvania	\$1,000
California	\$2,000	Michigan	\$500	Rhode Island	\$1,400
Colorado	\$1,500	Minnesota	\$750	South Carolina	\$1,200
Connecticut	\$1,200	Mississippi	\$1,500	South Dakota	\$1,200
Delaware	\$1,000	Missouri	\$1,200	Tennessee	\$1,000
DC	\$1,000	Montana	\$2,000	Texas	\$1,500
Florida	**	Nebraska	\$1,400	Utah	\$2,000
Georgia	\$1,200	Nevada	\$2,000	Vermont	\$1,200
Hawaii	*	New Hampshire	\$1,200	Virginia	\$1,000
Idaho	\$2,000	New Jersey	\$1,000	Washington	\$2,000
Illinois	\$600	New Mexico	\$2,000	West Virginia	\$1,000
Indiana	\$600	New York	\$1,000	Wisconsin	\$600
Iowa	\$600	North Carolina	\$1,000	Wyoming	\$2,000
Kansas	\$1,200	North Dakota	\$1,200		
Kentucky	\$600				

Issued 6/10

* Alaska & Hawaii orders are shipped to a West Coast destination or consolidation point for the established West Coast minimum of \$2,000. Please call Customer Service for more information.



PREPAID SHIPPING CHART FROM FLORIDA

To determine your prepaid freight level, consult the Florida map then compare the color with the information below.

** Florida customer orders are shipped and delivered from our Florida warehouse. In the unlikely event a Florida order ships from Michigan, it is subject to freight charges. Contact Customer Service at 800-541-8267 for details.

PREPAID FREIGHT (Florida)

- Local Delivery
Prepaid Freight Level
Minimum Order of \$150
- FedEx or LTL
Prepaid Freight Level
Minimum Order of \$500

ORDER TRACKING FEATURES

Order tracking and invoice information will be sent to you automatically by submitting a request to info@petersimports.com. Provide your company name, street address, phone and fax numbers, e-mail address, and include your choice of e-mail or fax notification in the subject line (i.e. "Invoice Preference"). Requesting this service assures you will receive your invoice the morning after your shipment was processed and provides other useful information (package contents, number of packages, tracking numbers, and final product cost). Tracking numbers are only sent via e-mail.

It is our preference to send invoices electronically to your email address. This method is fast, cost effective and it helps reduce needless consumption of paper. Please help us by providing your email address to our Customer Service department.