

## Catalog “KEY” Explanations

These 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.

- FL** = WAREHOUSED IN FL & MI (SUBJECT TO CHANGE)  
Products are stocked both in Grandville, MI & Pompano Beach, FL and often shipped within 24-48 hours
- G** = GLASS SHIPPING POLICY APPLIES  
These items are shipped via parcel carriers (i.e. Fed Ex, UPS, USPS). We repack them to assure they arrive in good condition and charge a \$3.50 per case fee.
- K** = KOSHER  
Manufacturer represents product’s Kosher compliance; actual symbol of certification is available on our website or from customer service
- NP** = NOT PICTURED  
No image shown in this catalog; may be shown on website
- O** = ORGANIC USDA Certified Organic symbol is on the product
- S** = SHIPPERS  
Items pictured in Shippers, Racks & Fixtures section of catalog
- SF** = SUGAR FREE  
Manufacturer guarantees products are sugar free

## Other Important Designations

These symbols (below) are used throughout the catalog to designate exclusives and award winning products.



In February of 2009, Peters Imports acquired Chelsea Market Baskets - Wholesale Specialty Food division of New York, NY. These distinctively high-end and high quality products are mainly British brands.



These products were selected for their quality, and are often imported directly from our international vendors. Not found from other distributors, many are repacked in color coordinating boxes, totes, cello bags and acetate boxes. Choose from confections & chocolates, snacks & cheese, cookies & condiments.



Each year, the NASFT (National Association for the Specialty Food Trade) awards the highest honor of excellence to specialty food and beverages in 33 categories; the “sofi” award (Specialty Outstanding Food Innovation). We are pleased to offer and identify many of these winners’ products and honor those from the last three years in our catalogs with this coveted logo.

## Our Commitment To You

At Peters Imports, we strive to create a superior experience that results in customer loyalty. Our priority is to respond to your business needs and assist you in making the right product choices. We believe in treating our customers fairly and honestly. Each year we are faced with unique challenges that allow us to learn and pave the way for a better future. In spite of constant change, we are committed to always be there for you to answer a question or fulfill a request. Our goal is to process and ship your order within 1 - 4 business days.

## 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 questions about our website, please click the FAQ link.

## Customer Service That Cares

Our friendly, knowledgeable Customer Service team can assist you with product information, materials, and advice to help you make the right purchasing decisions. If you have questions on any of our products, please contact a Customer Service team member at 800.541.8267 Monday - Friday 8:30pm to 5pm EST or e-mail us at [cs@petersimports.com](mailto:cs@petersimports.com).

Please let us know how we can improve our service and help you become more successful. Feel free to call or e-mail your comments to [info@petersimports.com](mailto:info@petersimports.com) or [president@petersimports.com](mailto:president@petersimports.com).

## Product Information

Having the latest product information is important in helping you to make the right purchasing decisions. We publish a variety of seasonal and specialty catalogs available to you at no charge. Our catalogs are filled with a wide variety of items from around the world. From fine chocolates and unique confections to gourmet foods, we carry the products you need to successfully grow your business. Our publications are also posted on our website for easy access.

## 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.

## 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 to 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.

## To Place An Order

Customer Service can be reached at 1.800.541.8267 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 1.800.541.8034.

For 24-hour access, visit [www.petersimports.com](http://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.

## 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](http://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 your shipping charges. **For expedited shipping to Alaska, Canada, Hawaii, and Puerto Rico**, please call CS 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.

## Extra Services & Charges

For larger shipments (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 \$2.05/pkg for residential and \$4.45/pkg for rural residential. Fuel surcharges may also be passed on to customers.

## Backorders

Items that are out of stock will be held on backorder. Advise Customer Service if you do not accept backorders. Backorders under \$100 are subject to cancellation. Backorders are kept open for a maximum of 30 days, and if not filled within that time, are canceled.

## 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.

## 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.

## 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 insure the product reaches you in saleable condition.

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

## 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     | \$1,500         | Maryland       | \$1,000         | Oregon         | \$1,500         |
| Arkansas    | \$1,500         | Massachusetts  | \$1,200         | Pennsylvania   | \$1,000         |
| California  | \$1,500         | 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        | \$1,500         | Texas          | \$1,500         |
| Florida     | **              | Nebraska       | \$1,400         | Utah           | \$1,500         |
| Georgia     | \$1,400         | Nevada         | \$1,500         | Vermont        | \$1,200         |
| Hawaii      | *               | New Hampshire  | \$1,200         | Virginia       | \$1,000         |
| Idaho       | \$1,500         | New Jersey     | \$1,000         | Washington     | \$1,500         |
| Illinois    | \$600           | New Mexico     | \$1,500         | West Virginia  | \$1,000         |
| Indiana     | \$600           | New York       | \$1,000         | Wisconsin      | \$600           |
| Iowa        | \$600           | New York City  | \$500           | Wyoming        | \$1,500         |
| Kansas      | \$1,400         | North Carolina | \$1,000         |                |                 |
| Kentucky    | \$600           | North Dakota   | \$1,200         |                |                 |

\* Alaska & Hawaii orders are shipped to a West Coast destination or consolidation point for the established west coast minimum of \$1500. Please call Customer Service for more information.

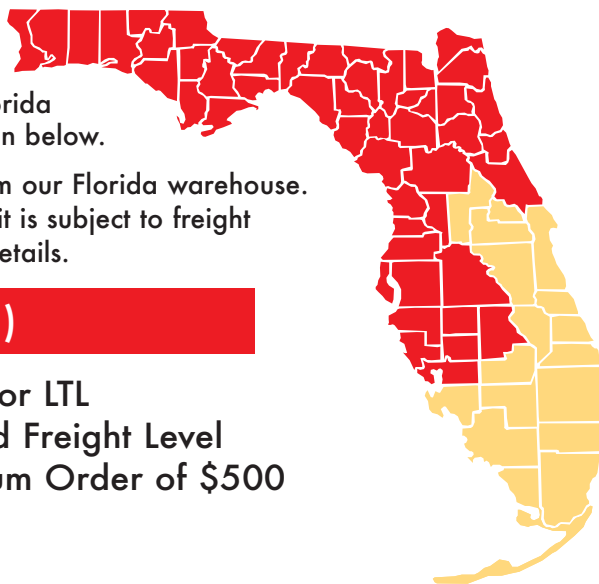
## Prepaid Shipping Chart From Florida

To determine your prepaid freight level, consult the Florida map by county 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<br>Prepaid Freight Level<br>Minimum Order of \$150 |  | FedEx or LTL<br>Prepaid Freight Level<br>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](mailto: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 is E-mail"). 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.

At Peters Imports we are concerned for the environment. It is our preference to send invoices electronically to your email address or fax machine so that we may avoid needless consumption of paper and gasoline for mail delivery. Please help us "go green" and provide your email address or fax preference to our CS dept.