

SHIPPING POLICIES

*Servicing the
Western U.S.
Food Industry*



2400 SE Mailwell Drive
Milwaukie, OR 97222

Office Hours:
Monday—Friday
8:30am—4:30pm

Shipping Hours:
Sunday at 4:00pm-
Friday at 3:30pm

Receiving Hours:
Mon, Thurs, Fri
7:00am—8:00pm
Tues and Wed
7:00am—5:00pm

503.905.5236 Phone
503.905.5243 Fax
op@alpinefoods.com

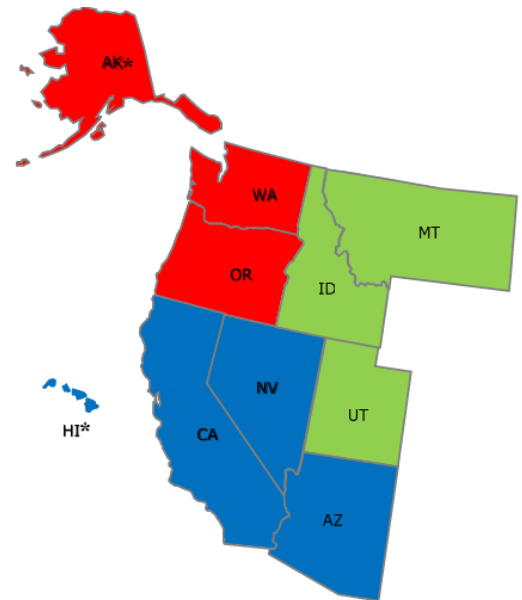
Orders:

- Orders are processed through EDI, fax, phone or online at www.alpinefoods.com.
- Confirmation will be sent within 24-hours of your confirmed delivery date.
- Order cut offs are 2:00pm prior day to order shipment. Contact your Alpine CSR or Sales Representative for your shipping days.
- Orders received outside our lead times will be subject to truck availability and freight charges may be assessed.
- Orders are filled and palletized to customer specification.
- Product availability is subject to ship date.
- Substitutions are available upon request.
- A minimum of 100 cases are required for Zone 1, and 150 cases for Zone 2 and Zone 3. Will Call orders require a minimum of one case.

Request for Credit:

- Damages or errors will be accepted for credit at time of delivery only with OS&D documentation and pictures.
- Damage that occurs within a distributor's warehouse is considered internal damage and is the responsibility of that distributor.
- Alpine accepts returns for credit for past invoices in some situations.
- Alpine will not return or credit special order items, short coded product, damaged, or partial cases.
- Your Alpine Sales Representative must be contacted first for return authorization on past invoices.

**Alpine's drivers are not authorized to accept returns
without authorization from a Sales Representative.**



DAYS SERVICED AND LEAD TIMES BY ZONE

- 1** Zone 1 - Monday - Friday
2 day lead time order cut off 2:00pm prior day of shipping
- 2** Zone 2- Tuesday - Thursday
3 day lead time order cut off 2:00pm prior day of shipping
- 3** Zone 3- Monday - Wednesday
4 day lead time order cut off 2:00pm prior day of shipping
Will Call 24 lead time

*indicates lead time before delivery to Freight Forwarder