



Dear Retailer Family,

To continue to deliver the most effective sales, delivery and merchandising system while working within the current labor pool constraints and the challenges of today's business environment, please find our new **Service Standards** which will allow Try-It Distributing and Balkan Beverage to deliver the highest level of service to all our retail partners.

Service Standards – Effective November 1, 2021

- All orders will be delivered on assigned delivery day.
- All orders must be received from our retail partners through your assigned Sales Representative or through the Try-It/ Balkan Beverage Retailer Portal, which can be accessed via tryitdist.com.
- Inside Sales Representatives will handle all orders solicited through the telephone.
- All orders must be received in their entirety.
- Any refused/undelivered orders must be submitted by your assigned Sales Representative.
- A restocking fee of \$50 will be assessed for any full or partial orders refused at time of delivery.
- Orders refused for any reason will not be re-delivered until next scheduled delivery day.
- All delivery charges will be collected as stated on the customer invoice.
- Out of stock items will be delivered as soon as reasonably possible.
- Price lists/price changes/new product announcements will be emailed. Please provide an accurate email address to your Sales Representative.
- All charges must be signed by an agent of the business authorizing delivery and acknowledging receipt of all items listed.
- State Law requires payments made by check must contain the D.B.A. name and/or business address on the check.
- The New York State Liquor Authority has ruled it illegal for a wholesaler to pick up breakage.
- Visit tryitdist.com to view products, events or pay online.

We appreciate your business and understanding of our updated Service Standards. We will continue to provide our Retailer Family with ***Our Best, Every Day***.

Thank you.

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