



Dear **Valued Customers**,

To continue to deliver the most effective sales and delivery system while working within the challenges of today's business environment, please find our new Service Standards. This will allow Try-It Distributing and Balkan Beverage to deliver the highest service standards to all our retail partners and will go into effect **January 1, 2023**.

- All orders will be delivered on the expected communicated delivery day.
- All orders must be received from our retail partners through your assigned Sales Representative.
- All orders must be received in their entirety.
- Once the order is generated and invoice created nothing can be added to the order, excluding management approved add on or restocks.
- All delivery charges will be collected as stated on the customer invoice.
- All orders with 40 cases or 6 kegs worth of product or more from both the Try-It Distributing and Balkan Beverage portfolios will be eligible for special events delivery. If product is returned from the delivered order, you will be assessed a **\$50.00 pick-up and restocking fee**.
- A restocking fee of \$50 will be assessed for any return item to Try-It Distributing that was delivered during the weekend that was more quantity than original delivered amount.
- All orders under 40 cases or 6 kegs will be available for pick-up at the Try-It Distributing warehouse on the assigned day. No additional fee(s) will be added for warehouse pickups.
- Private party events (Weddings, Birthdays) will no longer be eligible for delivery or draught trailers. Orders may be picked up and paid for at the Try-It Distributing warehouse, with no additional fee(s). (Check or Money Order)
- Special Events are eligible to pay after an events conclusion but must provide a Personal Guarantee.
- Out-of-stock items will be communicated as soon as possible by the Sales Representative.
- Giveaways subject to management review.
- Draught trailer rental is available for a fee, excluding private events (see above). See attached rental form for additional information on fees and rental information.
- 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.

We appreciate your business and look forward to a continued mutually beneficial partnership!

Matt Vukelic

Kevin Daley

Ryan Thompson

General Manager

V.P., Sales

Special Events /Draft Service Manager

Matt.vukelic@tryitdist.com

kevin.daley@tryitdist.com

ryan.thompson@tryitdist.com