

## **Delivery Charge and Bill and Storage Fees – Frequently Asked Questions**

*January 2019*

### **1. What is Empire's new policy?**

- a. Effective April 1, 2019, Empire will charge \$3.00 when goods are released from Bill & Storage if there are no other regular deliveries to the same location on the same day.
- b. This fee will appear on your monthly Bill and Storage invoice as a separate line item and will reference the date of the Bill and Store deliveries.

### **2. How am I being notified of the changes to the Bill and Storage fees?**

- a. Bill and Storage Customers will receive a letter in the mail in late January that outlines the changes to Bill and Storage.
- b. If you do not accept the new fee structure, the letter must be signed and returned to Empire Merchants no later than March 26<sup>th</sup> by fax or mail per the instructions in the letter and you will no longer be able to place new B&S orders after March 31, 2019. Additionally, you must contact the Order Department to arrange delivery of the goods currently in storage as soon as possible

### **3. If a release Bill and Storage goods in conjunction with a regular sales order on the same day to the same location, will I have to pay the \$3 delivery fee for the release of the Bill and Storage goods?**

- a. No, this order will only be subject to a minimum delivery charge based on the total amount of the order.

### **4. If I place a new Bill and Storage orders and request that some goods go the retail location and the remaining goods to my permitted warehouse location on the same day, will I get charged a delivery fee for each location?**

- a. Yes. The delivery fee is assessed based on the location that Empire is delivering to.

### **5. How are you notifying the trade of this new policy?**

- a. Empire Merchants posts this type of information on our website ([www.empiremerchants.com](http://www.empiremerchants.com))
- b. Bill and Storage Customers will receive a separate letter outlining the changes that will need to be signed and returned to Empire Merchants By March 26, 2019.