

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 26th 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)
- 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.