



EMPIRE
MERCHANTS
THE CHARMER SUNBELT GROUP

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To: Empire Merchants Sales Teams
From: Tony Magliocco
Date: April 22, 2009
Re: Empire Merchants Breakage Policy

Please review our breakage policy with all of your accounts to ensure they are clear on the procedure for exchanges.

- An exchange for breakage must be called in within 24 hours of the delivery date.
- All breakage must be in the original case with the original Empire Merchants delivery sticker on it and cannot exceed 2 broken bottles per 12 bottle case or 1 broken bottle in a 6 bottle case.
- The glass and bottle necks must be in the box and the necks will be checked against the items ordered.
- Breakage will be exchanged for full cases only. Therefore if you have 2 broken bottles in a case, you should leave the case in tact and return all 10 good bottles and the 2 broken bottles for a full case replacement.

Starting May 1st, the original invoice date will be printed on the exchange document that the driver can reference when exchanging the damaged goods. At the time of exchange, the driver will confirm that the original invoice date is the same date as the date on the Empire Merchants delivery sticker on the case that is being returned.

Please ensure that you notify all accounts of this procedure as our drivers have been notified of this policy. There will be no exceptions to this policy.

Thank you for your cooperation.