

# Berk Enterprises - Ordering Guidelines

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## **Minimum Order Requirements**

Please contact your sales representative regarding minimum ordering guidelines. You can email us an Ordering Guidelines Information Request if you have questions. Thank you.

## **Shipping**

We strive to ship orders as quickly as possible. We ask that orders be placed at least 24 hours in advance of requested ship date. Rush orders will be accommodated when possible. Deliveries made on our company trucks in our normal delivery area will include a \$5.00 handling charge. Deliveries made through outside trucking companies or parcel services will have the freight cost added to the invoice. Special delivery arrangements can be made by Berk trucks, outside of our normal delivery area, for an additional fee.

## **International Shipping**

If you are shipping outside the continental 48 states, please call the office to place your order. Any orders placed online will be charged extra fees upon delivery for duty, taxes, and brokerage fees.

## **Backorder Policy**

We normally do not keep backorders open after the original shipment. If desired, we can put the item on a different order for delivery at a later date. Please consult your customer service representative.

## **Custom Products**

We can create custom products based on your specifications. Minimum orders and a deposit apply and vary depending on the product. Please contact our sales department for further information.

## **Return Policy**

Product will only be returned due to order entry, shipping mistake on our behalf, or for damaged products. An RA (Return Authorization) due to damages may not be issued more than one week after the product was delivered. For any reason other than order entry, shipping error, or damages, returns must be approved based on our need for that product. If approved, these types of returns require a 15% restocking fee and the customer is responsible for return freight. An RA may not be issued on product purchased more than 30 days ago. An RA will be deleted if the product has not been returned within 30 days.