

### Edlong Order Change/Cancellation Policy

As your collaborator and partner, we understand the ability to be flexible is critical to your business. Many of Edlong's flavors are produced to order, according to our customer's specifications, and are non-returnable. This policy is in place to minimize service disruptions and provide the information needed to make informed decisions. Changes include and are not limited to changing requested ship dates, decreasing quantities, and change of shipping address.

No changes or cancellations will be approved if:

- Order was placed as a rush order/in less than standard lead time.
- Unique raw materials have been purchased.
- The order is for a custom/made to order flavor.
- There is a contractual agreement for purchase within a set timeframe.
- Production is complete and/or the purchase order has been picked, packed, or staged for shipment.
- A previous change for the specific purchase order has been approved.

Order status	Cancellation fee	Change fee
<b>Order received not entered/confirmed less than 2 business days</b>	None	None
<b>Order confirmed not manufactured</b>	25%	Up to 10%
<b>Order manufactured not shipped</b>	No cancellation	Up to 20%
<b>Order manufactured and staged for shipment</b>	No cancellation	No changes

- Approval required for all confirmed orders after 2 business days.
- Fees require a separate PO to move forward with the request.
- Edlong may, for any specific case, in good faith, waive, reduce, or increase these charges depending on the specific circumstances.

Requests should be sent via email stating the reason for the request and any demand or forecast changes to [customerservice@edlong.com](mailto:customerservice@edlong.com) (US customers) and [export@edlong.com](mailto:export@edlong.com) (OUS customers).