



## Edlong delivery/pickup terms and conditions policy

As your collaborator and partner, we understand that the on-time shipment and handling of your order is critical to your business. This policy is in place to minimize service disruptions and maintain product quality for you and your customers.

Edlong offers free **storage** up to 5 business days after the scheduled shipment/pick up date. After the 5<sup>th</sup> business day, a \$200 storage fee per week will be assessed.

As many of Edlong's flavors are produced to order, according to our customer's specifications, **product dating** cannot be guaranteed for orders that are not picked up as agreed.

Products are shipped per the **incoterms** statement on the Edlong order acknowledgement or invoice, or, in the absence of such statement, EXW point of shipment. Failure to provide **freight forwarder/carrier information** may result in a change of incoterm to FCA/CPT/CIP point of delivery and shipped with an Edlong preapproved freight forwarder/carrier at the Customer's expense.

Orders shipped as **EXW** (collect and/or customer pick-up), title and risk of loss transfers to the Customer at the time of shipment. If Edlong pays freight on the order, Edlong will designate the means of transportation and routing. If Customer requires alternative means of shipment, Customer will pay any resulting costs.

To ensure accuracy, order documents are typically released on the same day once the pickup occurs. We do not release them until the pickup has been made and do not send in advance of an order.

**Damages, shortages, and shipping errors** must be reported within 48 hours of receipt and noted on the BOL to the driver. If possible, the delivery should be inspected in the presence of the driver. Pictures should be taken of the delivery, the individual case, and the product itself, before breaking down.

**Returns** are not accepted per the Edlong Return Goods Policy.

Inquiries on order status or carrier updates can be emailed to [customerservice@edlong.com](mailto:customerservice@edlong.com) and [edlongshipping225@edlong.com](mailto:edlongshipping225@edlong.com) for US customers or [export@edlong.com](mailto:export@edlong.com) and [logistics@edlong.com](mailto:logistics@edlong.com) OUS customers.

EFFECTIVE May 1, 2023

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