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## **Alliance Animal Care Policies and Standard Operation Procedures: (Updated 5/1/2024) Subject to change.**

### **Freight Policy**

- a. All orders totaling \$1000.00 or more and above will receive free shipping.
- b. Hazardous materials require extra shipping fees. These charges will be assessed in addition to assumed invoice price and are irrelevant to the total value of the order. Hazardous shipping fees will apply to all hazardous materials excluding Dectomax and Ivomec products.
- c. There is no minimum to place an order; however freight costs apply with orders less than \$1000.00.
- d. Shipments will be made the “best way” at the discretion of Alliance Animal Care. Alliance will determine the least cost option for freight. If the customer requires special shipment arrangements, additional charges will apply.
- e. Time in transit maps are available upon request.
- f. Splitting dry goods and cooler items will result in a \$25.00 charge.

### **Ordering Procedures**

- a. Orders may be turned into the account management team from 7:30 AM to 4:30 PM CST.
- b. Orders may be emailed to [allianceanimalcare@allianceanimalcare.com](mailto:allianceanimalcare@allianceanimalcare.com).
- c. Orders may be placed on the Alliance Animal Care website if approval from AAC staff has been issued.
- d. Orders that are received into the Alliance office by 10 AM CST are guaranteed to be shipped the same day. However, every attempt is made to ship out all orders received by Noon CST. Exceptions include temperature sensitive products relative to shipping time, holiday schedules and product availability.

### **Terms**

- a. Invoices are due net 30 days following date of invoice. A 1.5% monthly service charge will be assessed and billed on invoices that are past due date.
- b. Other terms may apply with certain vendor programs or when special programs require. Details will be shown on invoice.

### **Outdate Policy**

See Outdate Policies and Procedures. (Separate document.)

### **Back Order Policy**

- a. Backorders will only be taken for items that are on manufacturer backorder. Normal freight policy will apply to this type of backorders since the out of stock is not AAC's fault.
- b. A list of items that are on manufacturer backorder will be emailed to customers each Friday.

### **Product Information**

- a. Each customer will be assigned an account manager. The customer and the account manager will work out how communication will be passed (as well as frequency of communication) for the following topics:
  1. Pricing updates
  2. Inventory on hand files
  3. New item information
  4. Item future ( discontinued by manufacturer, no longer going to stock, etc)
- b. Vendor programs will be communicated to the customers by the procurement team as soon as possible after receiving them from the manufacturer.
- c. Rebates/goals for certain vendors will be coordinated with the procurement staff, the account managers and the customer.

### **Damages/Shortages/ Order Errors**

- a. All errors must be reported to an account manager. Once the account manager has been notified the proper measures may be taken to find a solution.
- b. If an error has occurred by fault of the customer, a restocking fee of 20 % of invoiced price. The product may be returned at the expense of the customer or Alliance will issue a call tag and bill the customer for the freight charges.
- c. If an error has occurred by fault of AAC, it is policy for AAC to take responsibility and correct the situation. Incorrectly shipped items will be picked up at the cost of AAC. The customer will be billed for the product(s) and credited once they are returned back to the warehouse in saleable condition.
- d. Visibly damaged product should be refused and noted on the carrier's receipt. Please notify an account manager if this occurs.
- e. Customer is responsible for counting the number of packages and making sure it correlates with the number on the delivery receipt. Shortages should be noted on the delivery receipt.
- f. Concealed damage should be reported to an account manager as soon as possible. Products damaged in transit may be field destroyed and credit issued. This should

only be done at the direction of an account manager after the damage has been reported.

- g. Product that is returned as a result of an order error or picking error must be returned in saleable condition (i.e., no price tags, marks, or damages). Cooler products being returned that are not out of date should be sent back with the appropriate amount of ice packs. Refrigerated products that are returned hot or products returned that are not in saleable conditions will not be given credit.