

### Thank You for Being Our Customer!

Thank you for ordering from Hop & Wine Beverage. Our goal is to be *your distributor of choice for specialty beers and wines*. It is our pleasure to do business with you and hope that we continue to do so well into the future.

### The Role of Your Sales Representative

Your sales representative is your account manager and your point of contact for new product information, ordering, marketing, and dispute resolution. If you do not know who your Sales Representative is, please call the HWB office and our staff will be more than happy to provide you with that information.

### Placing an Order

You can place an order through your Sales Representative, who will relay that information to our office, or directly to our office on either our fax machine or order line.

To send an order by fax, dial 703-550-9878. To leave a message directly on the HWB order line, dial 703-550-2010, x1. Please speak slowly and clearly when leaving a message on our order line. If you wish to bypass the introductory message, press 1.

Whether ordering by fax or on our order line, be sure to leave your name, number, items ordered and product sizes as applicable, desired delivery date, and any specific instructions as necessary.

We do not take orders through email.

### Special Orders

We have an extensive list of items that can be placed under Special Order. If we do not have the item in stock in our warehouse, we can place an order for the items for you. Special orders are placed separately and may require a written purchase order from you, particularly if the item is not immediately available in our warehouse. Please contact your Sales Representative or contact the HWB office to place a special order.

### Order Deadlines and Receiving Your Delivery

When your order is placed by 4PM, we can generally deliver your order in 1-2 days. Our regular delivery days are Tuesday through Friday. We do our best to get our delivery team on the road by 8AM to help ensure that you receive your order in a timely manner. We appreciate your understanding when our drivers and your deliveries are detained by inclement weather, traffic, or our own delays.

### Reviewing Your Invoice

Please review your invoice and delivery items carefully. When items are not delivered (e.g., wrong product, wrong size, broken), please inform the driver. Our drivers are instructed not to leave until the invoice is reconciled against the products received. Please help us by crossing out the entire line item to clearly indicate what was not received and deduct the amount from the current invoice while our driver is there.

### Deposits

We charge a \$15 deposits on kegs, and a \$30 deposit on sankes and sliders. When the keg is returned/picked up by our driver, the \$15 deposit is deducted from the total of your current invoice. Similarly, the \$30 deposit for sankes and sliders will be deducted from the current invoice when it is returned/picked up by our driver.

### Credits

Credits are issued only when an invoice has already been paid for but the product is not satisfactory. Please communicate requests for credits directly to your Sales Representative or to the HWB billing department (703-550-2010, x2) so that we can issue a Credit Memo that can be used against future invoices. Credits cannot be taken and cannot be honored without a Credit Memo.

### Payment Terms – Virginia Customers

Full payment is expected at the time of delivery. If you are unable to pay for the delivery (e.g., no one to write the check), our drivers are specifically instructed not to deliver the order.

### Payment Terms – District of Columbia Customers

Customers in the District of Columbia can opt to pay for the order upon delivery or on terms. Standard DC term is "Due on the 15<sup>th</sup> of Next Month"; that is, all purchases invoiced in one calendar month are due in full on the 15<sup>th</sup> of the next calendar month. Every month, HWB will provide DC customers with a statement listing all outstanding invoices, their associated due dates, payments received, and aging of outstanding balances.

If the standard DC term is not honored by the customer, HWB reserves the right to change the customer's payment terms to "Due on Receipt" or "COD"; returning the customer to terms is at HWB's sole discretion.

### Electronic Payments

HWB can receive electronic payments through FINTECH. If you would like to pay HWB electronically through Fintech, please contact the billing department at 703-550-2010, x2.

### Staying In Touch

In an effort to conserve trees and resources, please provide us with an email address for future communications. Email it to [admin@hopandwine.com](mailto:admin@hopandwine.com), fax it to 703-550-9878, or provide the information with your next order.