



NORTHWEST DISTRIBUTION & STORAGE ORDER POLICIES & PROCEDURES

Order Processing:

- Orders must be submitted to orders@nwdist.com or online a minimum of 48 hours in advance of the requested ship date for all outgoing shipments on Northwest trucks or pickups from outside carriers at our warehouse.
- Orders submitted after the 11:00 a.m. cutoff will roll over the next available shipment date.
- All orders must have the required products in inventory at Northwest at the time the order is received for order to be processed. Insufficient inventory will result in delay of shipment.
- Please add an additional 24 hours to our standard processing times for orders from Library.
- All orders must have complete shipping information, i.e. pickup, NWDS transporting and consolidation point in order for the order to be processed.
- Orders will be confirmed via email the same day submitted as long as products are in inventory – we cannot process inventory deficient orders.
- Please allow 72 hours for transfers from NWDS Inventory to WineCo Inventory. Orders placed requiring transfer in less than 72 hours may be charged the Winery Rush Order Fee of \$75.00.

Rush Order Fee:

- Winery Will Call – Same Day - \$75.00
- Outside Carrier Pickup – Less than 48 hours - \$75.00; 24 hours - \$125.00; 12 hours - \$175.00

Order Revisions – Revisions received will automatically revise the ship date to 48 hours.

Revision Fee – Processed Order:

- \$15.00 will be charged for all revisions on orders that have been processed in our system.

Revision Fee – Picked Order:

- \$60.00 will be charged for an order revision and the order has already been pulled from inventory.

Canceled Orders – Restocking Fee:

- \$50.00 will be charged for all orders that have been pulled and then canceled.

Shipping & Receiving Hours:

- 8:00 a.m. – 4:00 p.m. Please note we are closed for lunch from 12:00 to 12:30 p.m.

Pickups:

- All outside carriers must email pickups@nwdist.com at least 48 hours in advance to schedule pickup of order. Appointments per day are limited, early scheduling is recommended.

Free RTV Policy:

- Total of orders must be for 56 cases (1 pallet) or less - no splitting of orders
- Deliveries must be within 50-mile radius of Salem, OR.
- Orders must be received by 3:00pm on the Monday of the delivery week.
- Orders will be delivered on Thursdays or Fridays depending on our truck schedule.
- No free RTV deliveries will be available during weeks containing a scheduled holiday.
- The customer account must be current with no invoices past 45 days.