

## VINVISION TRUCKING Policies and Procedures

### **Freight Pick Ups**

A written Freight Pick up form must be submitted for all freight pick up requests. The preferred delivery is via email to [freightin@vinvisiontrucking.com](mailto:freightin@vinvisiontrucking.com). A form is available on our website: [www.vinvisiontrucking.com](http://www.vinvisiontrucking.com). If you do not have access to the web, please contact our office for a copy of the form, which can be faxed to: (831) 632.2280. Once received, we will make the arrangements to pick up your products as soon as an appointment can be made.

### **Receiving**

Product received at Vinvision will be available for shipment 24 hours after receipt. This assures verification against freight documents, entry into our inventory system and allows time for contact with the shipper if there are any discrepancies or questions. Any damaged goods will be reported to the shipper during this timeframe. We will hold the damaged goods for two weeks for inspection or further instructions by the shipper.

#### ***Containers***

Containers of imported wines require additional handling. Each container requires a manifest to be transmitted to VVT a minimum of 24 hours prior to arrival. This will insure that bar code labels are prepared and ready for the in-coming product. Containers are subject to an unloading fee of \$40.00 per man/per hour for unloading containers by hand.

### **Breakage**

Bottle breakage which occurs during transport or handling will be reported as soon as it occurs. This type of breakage is considered a cost of doing business. Any torn or stained labels, damaged foils, or packaging are not considered breakage. Vinvision Trucking understands the importance of your products and has procedures in place to protect against breakage or loss. If case breakage or an unexplained loss does occur Vinvision will reimburse the owner either the full wholesale price of the case goods or \$100.00 per case whichever is less. Any partial cases will be prorated.

### **Product Inventory**

An available stock status report is available electronically via the VVT website 24 hours a day. Inventory reports will be considered accurate unless contested in writing and directed to the Inventory Control Manager within 30 days from the date of the report. All emails contesting inventory levels must be emailed to: [inventory@vinvisiontrucking.com](mailto:inventory@vinvisiontrucking.com).

Routine cycle counts are conducted throughout the year. Once per year a 24 hour freeze will be placed on product for a complete physical inventory. A schedule will be distributed for your planning purposes. Any product left for storage without payment exceeding 90 days will be considered abandoned. VVT will destroy or liquidate abandoned products in accordance with state laws.

**Removal of Inventory**

If removal of 100-percent of your inventory products becomes imminent, all storage, delivery, receiving, miscellaneous labor and finance charges will need to be paid in full prior to product removal. Vinvision Trucking reserves the right to withhold the products until all charges are paid in full.

**Order Processing**

Any order for next day delivery must be into our office by 3:00 pm. Orders received after 3:00 pm will be charged a late order fee. Orders will not be processed after 5:00 pm. Orders should not be placed for goods not yet confirmed "received" into the Vinvision inventory system.

All orders needing special handling, such as re-packing or labeling must be into our office by 10:00 am for next day delivery.

Orders requiring United Parcel Service shipment will be re-packed in a shipping container conforming to UPS requirements. Repack fees and the cost of the container will be charged. Contact our office for current costs for shipping containers. All shipments will be sent UPS ground unless otherwise specified.