



allenbrothers
WHOLESALE DISTRIBUTION

2020 CREDIT AND RETURN POLICY

Any products not purchased thru Allen Brothers are NOT returnable for ANY reason.

Credits/RGA

All credits for shortages, damages or order errors must be approved by your sales representative or reported to the Allen Brothers Customer Service Team at (215) 739-1083 or (800) 207-2553 **within 24 hours of delivery**. Please have the **invoice number and item number** when calling in, to insure proper credit. Product not purchased thru Allen Brothers will **NOT** be honored for credit.

A **Return Goods Authorization (RGA)** form will be generated by the Customer Service Department for the items to be picked up and will come with your next delivery. This form must match all items called in to us. Please do not ask the driver to pick up any merchandise without the proper paperwork (RGA).

Please **DO NOT** make Deductions/ or deduct from your invoices. Please wait until the RGA is processed. **Deductions cause delays and confusion when processing your payments.**

Cigarettes

Cigarettes are NOT returnable. The Major Manufacturers do not guarantee product returns from retail or wholesale.

Retail contracted (by the manufacturer) accounts are **NOT** allowed to refuse and or return product. Product pre-books from Manufacturers cannot be refused or returned.

Any products not purchased thru Allen Brothers are NOT returnable for ANY reason.

Retail Approved Returns will be accepted by the manufacturers' below; however, their sales rep must certify the return with the Manufacturers approved/certified return labeling.

- Liggett Vector Brands
- JTI

E-Cigarettes, Vaping Liquids & Smoking Accessories

Retail Approved Returns will be accepted by the manufacturers' below; however, their sales rep must certify the return with the Manufacturers approved/certified return labeling.

- RJ Reynolds
- ITG
- JUUL products are **NOT** returnable
- Product not in the original packaging will **NOT** receive credit. A 10% restocking fee will also apply.
- **Product not purchased thru Allen Brothers will NOT be honored for credit.**
- Product pre-books from Manufacturers cannot be refused or returned.

Tobacco & Cigars

- Tobacco and cigar products purchased from Allen Brothers may be returned for credit, provided they are in saleable condition. A re-stocking fee of **10%** will be charged on all items returned.



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- Items with price stickers are **NOT** considered to be in saleable condition.
- Credit will **NOT** be given on **any loose cigars or ANY style of Little Cigars.**
- Premium cigars are **NOT** guaranteed, and no credit will be given.

Tobacco & Cigars (continued)

- Products from **Altadis** are **NOT** guaranteed (Dutch Masters, Backwoods, Phillies, AyC Grenadiers, Hav-Tampa), and no credit will be given.
- Product pre-books from Manufacturers cannot be refused or returned.

Seasonal Items

Are **NOT** guaranteed and may **NOT** be returned for credit.

Refrigerated & Frozen

Are **NOT** guaranteed and may **NOT** be returned for credit.

Snack Foods, Candy & Confectionary Products, Beverages: Juices, Drinks & Water, Grocery & General Merchandise, and Health & Beauty Care (HBC)

Are **NOT** guaranteed and may **NOT** be returned for credit.

Exception:

- Unopened, undamaged merchandise purchased from Allen Brothers, which is **NOT** stickered, short coded, labeled, priced or faded, may be returned for credit (RGA) with a **10%** re-stocking fee.
- Product **MUST** be in the same packaging and/or lot, and in the condition it was delivered (i.e. items sold by the case must be returned as a full case).
- **We will NOT except for return any box that has the TOP RIPPED off. These cannot be re-sold and are considered opened for use!**

INSPECTION OF DAMAGED PRODUCT, SHORTAGES, AND MIS-PICKS

Cigarette Shortages

- Upon delivery of your order by our driver, and receipt by you or your representative, all cigarettes must be counted **in TOTAL** by our driver with you.
- All cigarette shortages must be noted **with the driver at the time of delivery** to receive credit.
- **No** credit will be issued for shortages that are **not** noted on the delivery receipt, which is signed by both you and our driver, and approved by our Operations Department.

Non-Cigarette Shortages

- All non-cigarette shortages must be reported by calling our Customer Service Department within **24 hours** of delivery to receive credit.



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- Please have the **invoice number** you are referencing and the **item number** in question.
- Our Customer Service Department can be reached at (215) 739-1083 or (800) 207-2553.

Damaged Product and Short Dated Product

- Any damaged product must be reported to our Customer Service Department within **24 hours** of delivery to receive credit.
- With respect to all merchandise, it is the responsibility of Allen Brothers to see that all products ordered are correct and delivered in saleable condition. All refrigerated/frozen products are in code with at least **14 days** of selling time (no short dating). Please let us know if we do not meet any of these guidelines.
- ***Any calls regarding short or damaged product received outside the 24-hour window will NOT be honored and credit will NOT be issued.***

Payment Guidelines

Invoice Payments

When paying invoices by check, credit card or money order, please indicate your invoice numbers, account number and any credits that you are using. This will help to insure proper credit to your account.

Cash Payments/Bank Bags

Cash Payments must be in **bank bags** that will be provided to you from your Allen Brothers Representative. **DO NOT** put checks in the bank bags; this will cause a delay in posting payments to your account. Any **Checks** picked up with the bank bag **MUST BE** put in a separate envelope and taped to the outside of the bank bag. Please list your account number, account name and the amount of the cash enclosed in the area provided on the bank bag. Our drivers and sales reps **DO NOT COUNT CASH**. These payments must be ready when using bank bags.

EFT Payments

Please ask your sales rep to explain EFT to you. This is the most effective and convenient way to insure proper and accurate payments and credits on your account.

Late Payment

Our credit department closely monitors the activity on your account. Continuous late payment of invoices will damage your credit rating and may result in a change of terms on your account. If you have past due invoices, your next order **WILL NOT** be shipped until all invoices are paid up to date. A late charge of **2% APR** will be applied to all outstanding invoices until payment is received by Allen Brothers.

Returned (bounced) Checks

We charge a service fee of **\$100.00 per check**. When a check bounces, it is **automatically redeposited** by our bank. Once a check has been returned either 1st time NSF or Charged back (2nd time NSF), no merchandise will be shipped until the invoice is paid in cash/cashier's check. We may request an online bank statement. In all cases you will be contacted by our credit department or your account representative.