

Order and Delivery Terms & Conditions



Order Size - Towel, Tissue, Stock Napkin, & Wiper Truckload Minimum Order Service Fee	All floor spots filled 1,000 cube \$275 Small Order Fee SKU required for orders between 1,000 cube to Full Truck
Order Size - Dispenser, Soap, Air, and Printed Napkin Minimum Order	No minimum cube, but only 1 order per "ship to" location per week
Order Size - Meal and Beverage Service Items Truckload 1/2 Truckload Minimum Order Service Fee	All floor spots filled or 40,000 pounds 1,500 cube or 20,000 pounds 750 cube or 10,000 pounds \$275 Small Order Fee SKU required for orders between 750 cube to 1,499 cube or between 10,000 pounds to 19,999 pounds
Buying Quantity/Multiple Service Fee	Items must be ordered in even multiples of seller's defined buying quantity. Buying quantity multiples available through GPXpress, Customer Service Representative, or Georgia Pacific Professional's Product Catalog (www.gppro.com) \$1 per Case - Uneven Buying Multiple Fee SKU required, when not ordering in buying multiples
Lead Time Truckload Lead-time Less than Full Truckload Lead-time Order Changes Service Fee	7 days from order to shipment, delivery 8-14 days depending on destination Orders will be subjected to a "sailing schedule" or held for freight consolidation match Orders may only be changed within 24 hours of order receipt \$200 Expedited Order Fee SKU required if Seller can accommodate the rush request
Special Loading Requirements Service Fee	Special loading requirements requested by customer and determined to be special in Seller's discretion, including without limitation, Narrow-Narrow/Straight in loading of units, staggered units, restricted height units (will also incur an uneven buying multiple fee), pallet in middle, double pallets, pin wheeled pallets, special TI HI requests, etc. \$200 Minimum Non-Standard Loading Fee SKU required to cover incremental handling and lost freight optimization
Customer Receiving Unloading Detention	All orders will be shipped "consignee unload". All unloading cost (including lumpers, sort/segregate, tailgating, etc.) are the responsibility of the ordering customer at the time of receipt. Unloading costs on orders being shipped directly to an end user are the responsibility of the ordering customer. Any detention associated with a load will be accumulated and charged back to the ordering customer using a debit memo once a quarter.
Shipment Method/Mode Shipping Method Equipment Size Service Fee	Seller will use the most cost effective transportation mode in its discretion. Customer requests for less cost effective modes will result in the Customer being charged for the difference in modes. Seller will use the largest equipment allowed by law (cube calculated accordingly) Shipment Mode Fee SKU required to cover lost freight optimization
Fines & Deductions	Seller does not accept fines for any issues, including but not limited to ordering, pricing, or delivery issues. Seller does not accept deductions for service fees applied correctly within these Order & Delivery Terms and Conditions.
Drop Shipments Service Fee	One additional stop per shipment Stop off trucks must be in geographic proximity to be received on one day (6am - 6pm), 100 miles from first stop to destination is maximum. 300 cases minimum for Drop Customer must fill rest of truck (all floor spots filled) Billed at Pricing Agreement price to destination All other standard terms apply \$200 Drop Shipment Fee SKU required to cover the stop charge and increased handling/processing
Backorders	We do not ship backorders
Cut/Fill Items	1 item per order requested
Platform Reconditioned GMA Pallets Certified Heat Treated Pallets Slip sheets	\$150 per shipment, Pallet Fee SKU required \$300 per shipment, Heat Treated Pallet Fee SKU required \$30 per shipment when double slipsheets are requested. Slipsheet Fee SKU required
Customer Pick Up & Drop Trailer Agreements	Information available upon request. Requires signed pick up or drop trailer agreement prior to starting. No small order fee will apply, but must meet order minimums. Contact your - Customer Service Representative for details
Return Policy	No returns, except for overages or damages within the stated OS&D policy
Overage, Shortages & Damages	OS&D's discovered at time of delivery should be reported to the carrier for immediate disposition. OS&D claims on sailing schedule or drop trailer orders should be reported to Seller within 24 hours of order delivery. The OS&D 24 hour contact number is 877-OSD-CALS (877-673-2257).
Expedited Air Freight Delivery	\$75 per case service fee, SKU will be charged when air freight is requested by the customer
Any questions on these Order & Delivery Terms and Conditions should be directed to your GP Professional customer service representative	
Specialty print or non-continental U.S. orders fall under separate terms and conditions	