



Terms and Conditions

Fulfillment, Availability, Pricing and Product Selection:

Occasionally, Blue Mountain Distributors will be out of stock on items offered. We are unable to guarantee full stock inventory during sale periods. Any items not received should be reordered. We do not process backorders and do not split cases. Pricing and product selection are subject to change without prior notice and any price and/or descriptions on catalogs, flyers, emails, or social media are subject to correction of typographical errors. Chain accounts will receive notice based on each individual accounts predetermined agreement.

Minimum Orders:

Minimum for all orders is \$350 (EXCLUDING milk bottle deposits). Any order below this minimum will be subject to a \$20 under minimum fee. Out of stock items will be counted toward the total so no penalty will be incurred. Separate Grocery, Milk and HBC orders to be delivered on the same day will be summed together for a combined order total.

Receiving Deliveries:

When receiving an order, you must count all boxes and note any shortages or damages before signing the invoice. Any claims of shortage or damages not noted on the invoice will not be credited. The invoice MUST have both a printed name and a signature. By signing the invoice, you are agreeing the delivery has been completed with any claims noted and the transaction is final. Blue Mountain Distributor drivers are not responsible for gathering, counting or palletizing milk return bottles. All milk return bottles must be ready for pick up when the driver arrives. If a driver is asked to gather milk return bottles or to deliver incoming milk orders into a store cooler, you may be subject to an inside delivery charge.

Credits, Returns and Damages for Shipped Orders:

All returns or credit returns must be made to Customer Service at Blue Mountain Distributors within 48 hours of receipt of goods. Claims made after 48 hours may not be processed. Further instructions may be given for returning product. Approved credits for returns, damaged or shorted product will be applied to your account. Milk bottle returns should not be taken by the customer until a credit memo is processed from Blue Mountain Distributors.

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Terms of Sale:

All accounts will be deemed COD unless otherwise noted. Payment made via debit or credit card through our online payment system, Biller Genie, automatically grants 7 day terms due to normal processing in this manner. Terms available upon credit approval and individual customer discussion.

Accepted Forms of Payment:

Blue Mountain Distributors accepts the following forms of payment: cash, check, ACH, debit cards, and credit cards. Please note if you are using a debit or credit card through our billing system, Wholesail, you will be charged a 2.75% surcharge to cover processing fees. This is for all states except: California, Colorado, Connecticut, Florida, Kansas, Maine, Massachusetts, New York, Oklahoma, Texas, and Puerto Rico. A \$35.00 charge will be incurred for all returned checks. Invoices past due may be subject to a \$15 late fee.

Wholesail Payment Platform:

- **Pay Online** - We now accept ACH through Wholesail at no cost or credit card for a small fee (2.75%). Now you can also pay multiple invoices with a single click.
- **Setup Autopay** - You can also set up [automatic payments](#) to set it and forget it!
- **Access invoices and credits** online 24/7, including line item details. No need to wait on us for a copy of your invoice.
- **Receive weekly statements** for multiple people and departments to get everyone on the same page.

If you have open invoices you will start receiving statements the day you sign up and on **Tuesdays** moving forward. You can click any of the links in your statements to access your portal. If you do not have an open balance on your account, you will not receive a statement from Wholesail until you do. You can still access Wholesail by [clicking here](#) and entering your email address.

If you would like any assistance in connecting your payment method or walking through the platform please email BlueMtn3871@gmail.com or [book time with the Wholesail Support team](#) for a quick 15 minute screenshare.