

# STIRLING

WWW.STIRLINGFLAVORS.COM

19220 64TH AVENUE SOUTH • KENT, WA 98032  
+1.253.867.6133 • +1.253.867.6145

## Information for Ordering, Production and Shipping – January 2019

Thank you for choosing Stirling Flavors. Below is a brief general summary of our processes for orders, production, shipping and payment. For specific information relating to pricing, minimums and lead times please refer to your contract or company representative.

### To place an order

1. Orders are accepted only by fax or email:
  - Fax 253.867.6145
  - E-mail customerservice@stirlingflavors.com. Please attach a digital version of the order. For all international orders, please ensure the order is on Company letterhead and ensure that it has been signed by an officer of the company.
2. Stirling Flavors will send a Sales Confirmation within 24 hours, or the next business day, via fax or email.
3. Please note, we will require confirmation that you have received the Sales Confirmation and that it accurately reflects your order. Please notify Stirling Flavors immediately of any inaccuracies. Orders are typically held for 24 hours to ensure adequate time for the confirmation process.
4. Freight charges are added once the shipment has left and may not be reflected on the Sales Confirmation.
5. If a freight quote is required, please request the quote at the time of placing the order. Once an order is in the system it can move pretty quickly, and we may not have time to stop and get a freight quote. If a freight quote is requested once the order has been released to the warehouse, there may be a delay in shipping.
6. Once an order has been confirmed back to Stirling Flavors, changes are difficult and will be dealt with on a case by case situation. In the event a change can be accommodated, a revised Purchase Order or email notification is required prior to Eagle accepting any changes.

### Production Scheduling & Shipping Time

1. Once an order has been received, entered and confirmed, it is released to production for scheduling.
2. Production time varies depending upon size of order, customization, etc. Please refer to the SHIP DATE on the Sales Confirmation for our best estimate of when the order will be ready. If there are unforeseen delays you will be notified immediately.
3. Upon completion by production, the warehouse receives the product and begins processing for shipping.
4. The time from production completion to shipping can be 24-48 hours. Eagle will hold product to conduct quality checks and other necessary paperwork prior to shipping.
5. The warehouse may ship orders earlier than the stated ship by date. Please initial that you authorize us to ship orders early. \_\_\_\_\_. By leaving it blank, we will ship as soon as the product is ready.
6. For will call or pick up, once an order is produced, we request that order is picked up within 2 business days of being notified that the order is complete.
7. Please note that if orders are not picked up within 2 business days, the order may be subject to a storage fee assessment. The current rate is \$15/pallet per day. \_\_\_\_\_ please initial here to acknowledge the fee.
8. Tracking numbers are provided at the time the order ships and can be found at the bottom of every invoice.
9. Same-day ordering and shipping/will call is not available, even for small fill-ins.

# STIRLING

WWW.STIRLINGFLAVORS.COM

19220 64TH AVENUE SOUTH • KENT, WA 98032  
+1.253.867.6133 • +1.253.867.6145

## Contact Information

Please contact Customer Service at Stirling Flavors with questions on your orders, issues, sales, etc.

Karen Engman – [customerservice@stirlingflavors.com](mailto:customerservice@stirlingflavors.com); +1.253.867.6133

Aisha Kabani – [aisha@stirlingflavors.com](mailto:aisha@stirlingflavors.com); 1.206.817.8886

## Payment Methods

We accept the following payment methods

- Credit card (American Express, Discover, MasterCard or Visa)
- Company check (in advance of shipping)
- Credit (upon approval)
- EDI (please contact [aisha@stirlingflavors.com](mailto:aisha@stirlingflavors.com) to set this up)
- Wire transfer (please request Bank Transfer Information)

All orders are invoiced the day they ship and an email copy of the invoice is sent. Credit cards are charged before the order ships, and typically include the freight cost. Please advise Stirling Flavors if you require a copy of the credit card slip.

## Documents for Your Files

We appreciate your business and we hope we provide you with exceptional service. The following forms comprise Stirling Flavors' Customer Documents. If you do not have a copy of them, please let us know and we will make sure you receive all of them.

1. Customer Set Up Form
2. Customer Information for Ordering, Production and Shipping
3. Credit Application Form
4. Credit Card Authorization Form
5. Shipping/Freight Guidelines
7. Returns/Damages Policy