



SARATOGA EAGLE  
SALES & SERVICE

Dear Retailer Family,

Our Service Standards provides our retail family with the most effective sales, delivery and merchandising system while managing associated costs. Please be advised of our modified standards effective November 1, 2021.

### **Service Standards – Effective November 1, 2021**

- All orders must be submitted by the assigned sales representative and transmitted through sales tablets or submitted by you, the retailer, through our retail portal: <https://www.saratogaeagle.com/retailer-hub/retailer-portal/>
- All orders will be delivered on your assigned delivery day.
- **Minimum Delivery is \$300.00 (Orders entered through the Retail Portal require a \$250 minimum delivery).**
- A \$25 delivery fee will be assessed for orders below \$300.
- All orders must be received in their entirety.
- A \$25 re-stocking fee will be assigned for all full or partial orders refused. This fee is due on your next invoice.
- Orders that are refused for any reason will not be delivered until the next regularly scheduled delivery day.
- Any refused/undelivered orders must be resubmitted by your Retail Sales Consultant or on the Retail Portal.
- Orders must be submitted for the proper delivery day to maintain the daily route delivery sequence.
- The New York State Liquor Authority has ruled it illegal for a wholesaler to pick up breakage.
- Any breakage must be reported during delivery in order to receive credit.
- Out of stock items will be delivered as soon as reasonably possible.
- Price lists/Price changes/New product announcements will be emailed to you. Please provide an accurate email address to your Retail Sales Consultant.
- All charged invoices must be signed by an agent of the business authorizing delivery and acknowledging receipt of all items listed.
- State Law requires payments made by check must contain the DBA name and/or business address on the check.
- Visit [www.saratogaeagle.com](http://www.saratogaeagle.com) to view products, events or pay online.

We appreciate your business and understanding of our updated Service Standards. We will continue to provide our Retailer Family with ***Our Best. Every Day.***

Thank you.

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