



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.

Service Standards – Updated September 23, 2022

- We will no longer be accepting cash effective Tuesday Oct 4, 2022.
- All orders must be submitted by the assigned sales representative and transmitted through sales tablets or submitted by retailer through Our retail portal <https://www.saratogaeagle.com/retailer-hub/retailer-portal/>
- All orders will be delivered on assigned delivery day.
- **Minimum Delivery is \$300.00(Orders entered through Retail Portal are \$250 minimum delivery)**
- **\$25 re-stock fee will be assigned for all full or partial orders refused, to be paid on the next invoice.**
- Orders must be submitted for the proper delivery day to maintain the daily route delivery sequence
- All orders must be received in their entirety.
- 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 the salesman.
- Any breakage must be reported during delivery 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. Please provide accurate email addresses 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.
- The New York State Liquor Authority has ruled it illegal for a wholesaler to pick up breakage.
- Visit www.saratogaeagle.com to view products, events or to pay online.

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

John Rogan
General Manager
John.Rogan@saratogaeagle.com

Tim Hall
VP of Operations
Tim.Hall@saratogaeagle.com

Saratoga Eagle Sales and Service
www.saratogaeagle.com
45 Duplainville Rd, Saratoga Springs, NY 12866
(P) 518.581.7377 (F) 518.581.7777