



# NORTHWEST DISTRIBUTION & STORAGE

## ORDER POLICIES & PROCEDURES

### Order Processing:

- Orders must be submitted to [orders@nwdist.com](mailto:orders@nwdist.com) or online 48 hours in advance of the requested ship date for all outgoing shipments on Northwest trucks or pickups at our warehouse.
- Orders submitted after the 11:00 a.m. cutoff will roll over the next available shipment date.
- All orders must have the required products in inventory at Northwest as of the date of order is received for order to be processed. Insufficient inventory will result in delay of shipment date.
- All orders must have complete shipping information, i.e. pickup, NWDS transporting and consolidation point in order for the order to be processed.
- Orders will be confirmed via email the same day submitted as long as products are in inventory – we cannot process inventory deficient orders.

### Order Requirements for TTB:

All wineries with product in Bond requesting taxable removal at the Small Domestic Winery Producer Credit (SDWPC) rate, must comply with the TTB regulation below. Incorrect order forms will result in processing delays.

Blanket statements for the year for SDWPC are no longer valid and orders for taxable removal without below statements required by TTB will be taxed at full applicable tax rate.

27 CFR 24.278 (b) (2) (iv) states “At the time of taxable removal, the following information shall be provided to the transferee by the producer, in writing, and the producer and transferee shall each retain a copy with the record of tax paid removal from bond”

- (a) The names of the producer and transferee;
- (b) The quantity and tax class of the wines to be shipped;
- (c) The date of removal from bond for consumption or sale;
- (d) A confirmation that the producer is eligible for credit, with the credit rate which the wines are entitled; and confirmation that the subject shipment is within the first 100,000 gallons of eligible wine removed by (or on behalf of) the producer for the calendar year.

**Rush Order Fee:** Winery same day Will Call - \$50.00; Less than 48 hours - \$50.00; 24 hours - \$100.00; 12 hours - \$150.00.

**Order Revisions:** Revisions received will automatically revise the ship date to 48 hours.

**Revision Fee of \$10.00** will be charged for all revisions on orders that have been processed in our system.

**Revision Fee of \$35.00** will be charged if we receive revision and the order has already been pulled from inventory.

**Canceled Orders: Restocking fee of \$35.00** will be charged for all orders that have been pulled and then canceled.

**Shipping & Receiving Hours:** 8:00 a.m. – 4:00 p.m. Please note we are closed for lunch from 12:00 to 12:30 p.m.

**Pickups:** All outside carriers must email [pickups@nwdist.com](mailto:pickups@nwdist.com) at least 48 hours in advance to schedule pickup of order.

### Free RTV Policy:

- Deliveries must be within 50 mile radius of Salem, OR.
- Orders must be received by 3:00pm on the Monday of the delivery week.
- Orders will be delivered on Thursdays or Fridays depending on our truck schedule.
- The customer account must be current with no invoices past 30 days.