

Customer/Credit Application

Hartford Baking Company



Thanks for your interest in becoming a Hartford Baking Company Wholesale customer!
To begin, please complete this app and A) provide it to your sales rep, B) email it to office@hartfordbaking.com, or C) fax it to 860-986-6639.
To expedite the approval process, please provide complete banking and trade reference information.

REQUESTED TERMS: Please check one.

Net 7 Net 14 Credit Card on file* Other: _____

PLEASE NOTE: As our primary products are perishable, Net 7 is the standard term extended to most customers.

*For CCOF, please complete the credit card authorization section at the end of this application.

CUSTOMER / BILL-TO INFORMATION:

Legal Entity Name AP/Bookkeeping contact Name In business since

Entity/Billing Address AP/Bookkeeping contact Email Address Federal Tax ID

City State Zip AP/Bookkeeping contact Phone Number

Principal/Partner 1 Home Address, City, State and ZIP Contact Phone Contact Email

Principal/Partner 2 Home Address, City, State and ZIP Contact Phone Contact Email

SITE / SHIP-TO INFORMATION: [Same as Bill-to information]

Site Name/ DBA Site/Ordering contact Name Earliest Possible Receiving Time

Address Site/Ordering contact Email Address

City State Zip Site/Ordering contact Phone Number

Special delivery considerations, if any:

FINANCIAL INFORMATION:

Institution Name Contact Name

Account Number Contact Phone Number

CONTINUED >

TRADE REFERENCE INFORMATION: [Please no liquor distributors.]

Vendor 1

Vendor 2

Vendor 3

Account/Customer Number

Account/Customer Number

Account/Customer Number

Contact Name

Contact Name

Contact Name

Phone Number

Phone Number

Phone Number

Length of Relationship

Length of Relationship

Length of Relationship

Type of Business

Type of Business

Type of Business

All sales to buyer above are subject to the terms and conditions attached to this application.

By signing this credit application/agreement, the individual executing this application on behalf, individually and personally, represents and warrants to Hartford Baking Company, LLC (hereafter "HBC") that: 1) he/she is authorized to execute this Application on behalf of the buyer; 2) the information set forth in this application is accurate and complete; 3) Buyer agrees that the prevailing party in any proceeding to enforce this guarantee or to resolve a dispute with HBC will be entitled to recover its costs, including attorney's fees and/or collection agency fees from the other party. The laws of the State of Connecticut shall apply. Buyer also agrees to pay \$25.00 for each check issued by buyer to HBC which is returned to HBC unpaid or marked NSF; 4) any unpaid invoices past 30 days will be subject to a 1.5% finance charge. In signing this application, Buyer agrees to all of the above and hereby grants permission for credit information to be verified by HBC with institutions that the buyer has specified on this document and others that HBC becomes aware of during the credit review process and from time to time. The undersigned also understands that HBC will retain this application as a continuing statement of the undersigned's financial position and situation until notified otherwise by the Buyer. In order for HBC to sell and continue to sell to Buyer, Buyer hereby represents and warrants that it is solvent and it pays its obligations as they become due. The preceding representation and warranty will be deemed to be repeated in each purchase by Buyer. Faxed and emailed documents will be deemed as original. No oral agreements accepted. The terms on this credit application/agreement override all others.

I have read and understand, and I agree to comply with the terms and conditions, on page 3 and 4 of this document, for credit with Hartford Baking Company, LLC. The information supplied in this application is true and correct to the best of my knowledge. I, the undersigned, affirm that I am authorized to sign this document on behalf of the above business.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

TERMS AND CONDITIONS

DELIVERY

It is agreed that the buyer may receive orders during hours when its business is closed; the buyer accepts all risk of loss of order. In cases where the delivery is made while the buyer's establishment is open, buyer will sign a copy of the invoice which will be returned to this vendor's office.

MISSING/DAMAGED/WRONG ITEM PROCEDURES

While we make every effort to fill the order, it is the responsibility of the buyer to verify that the contents of the order match the invoice.

In order to receive credit for a missing, damaged or incorrect item, you must call the office before noon on the day of the occurrence. We will provisionally credit your account and investigate the incident.

In the case of damaged or wrong items, set the item(s) aside and we will pick it up. If you use or discard the item(s), we will reverse the credit and you will be charged for it.

We are not responsible for stolen items if left outside your location unprotected. We suggest having a bread bin, or providing a key to place the items inside to safeguard your delivery.

DELIVERY SCHEDULE

We deliver 7 days a week, year round, with the exception of Thanksgiving, Christmas Day and New Years Day. Certain regions are not eligible for 7 day per week service, and any delivery day restrictions will be communicated to you upon the approval of your application.

Your target delivery time will be between 7:00 and 10:00AM. The time stated is not guaranteed; we will make every effort to meet this time. Please keep in mind, however, that many circumstances are beyond our control. For instance, traffic and the weather have major effects on our timeliness. Other factors which may affect our delivery times are vehicle break downs or worse yet, an accident. In addition, we may change routes around which subsequently changes your delivery time. If it sufficiently impacts your current delivery time, we will notify you of the new time before we make the change.

OFFICE HOURS

The office is open from 9:15 am to 3:15 pm Monday through Saturday. The office is closed on Sundays. Voicemail is available all other times and is checked frequently.

The office will be closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

ORDERING

All orders must be placed by 3:00 pm daily. As the office is closed on Sundays, we ask that orders for delivery on both Sunday and Monday be placed by 3:00 pm on Saturday. Late orders, those after 3:01 pm, cannot be accepted for next day delivery. Unfortunately, as mixers have to begin mixing dough from scratch and bakers must begin shaping by 4:00 pm daily, we simply do not have the flexibility to accommodate without delaying the whole crew.

Orders may be placed by phone, by calling 860-570-1579 and selecting option 2, or by email to office@hartfordbaking.com. If it is prior to the order deadline, you may be confident that orders left on the voicemail will be honored.

Additionally, standing/recurring orders can be easily set up and/or adjusted. The 3:00 pm deadline also applies to cancellations and/or adjustments to standing orders.

Please also be advised that, from time to time, we introduce items with a 2-day lead time. In the case of a 2-day item, the order must be placed two days before your anticipated delivery date. Items which require a 2-day process will always be identified as such.

ORDERING MINIMUMS

Upon the approval of your application, your order minimum will be communicated to you. Customers whose orders are placed over the phone with a customer service representative will be notified immediately if the order fails to meet the minimum required for delivery, and they will be asked to increase their order to satisfy the minimum.

In the event an emailed or voicemail order does not satisfy the minimum for delivery, one of three things will happen: A) a representative will reach out to the ordering contact on file to resolve, B) an additional unit or two of an item you are already ordering will be added to the order, or B) the order will incur an automatic 'Under Delivery Minimum Fee' of \$6.95.

We respect the fact that customers who place orders for next day delivery do so because they have need. The addition of items or the assessment of the fee allows us to make the delivery where we would otherwise have been unable.

CANCELLATIONS

All cancellations of an order of an item in an order must be done before 3:00 pm before the delivery date on next day items, and two days before the delivery date on 2-day lead time items. After 3:00 pm, we have entered the items into our system and released it to production. Attempts will be made after 3:00 pm to cancel, but there are no guarantees.

PRICING

There are two main components which drive wholesale pricing: costs of goods and fuel. When economic conditions are stable, our prices remain constant. When the economy is in flux and our costs of goods rise, so will our prices. When the cost of fuel increases significantly, we react by implementing a fuel surcharge. Your distance from our facility and the extent of the increase determines the charge. We will reduce and/or remove the charge when and if these costs change significantly.

SECURITY DEPOSIT

New businesses, in business for less than one year, may be subject to a security deposit.

The amount of the security deposit is determined by two factors, the average weekly order amount and the payment terms. Simply multiply the average weekly order amount by the number of weeks in the payment term, plus 1. For instance, if your average weekly order amount is \$500.00 and your terms are NET 7, then it would be $500 * (1+1) = \$1,000.00$.

STATEMENTS AND PAYMENTS

Your payment terms were communicated to you upon approval of your credit application, and are printed on each invoice. Weekly statements are generated and emailed in the beginning of each week to the identified AP contact, typically on Tuesdays. Multiple email addresses can be set up to receive the statements, if you prefer.

Check payments

Checks should be made payable to Hartford Baking Company and mailed to 125 Old Iron Ore Road, Rear BLDG, Bloomfield, CT 06002.

Unfortunately, owing to the changing nature of routes and timing, our drivers are not a reliable method for sending payment. To ensure proper application of payments, please indicate the invoice(s) to which you want the amount applied.

All returned checks will be subject to a \$25 processing fee and will be automatically re-deposited the first time. If the same check is returned a second time, an additional \$25 fee will be charged and payment will be expected to be in cash, certified check or money order. If during the course of relationship a second check is returned, it will be subject to the same fee structure and we will no longer accept your checks.

Credit Card payments

Customers may elect to have a credit card on file with our office, but are required to complete the Credit Card Authorization form at the end of this document to use this method. Please note that while we reserve the right to charge your card on file with each order, we will typically charge the card for accumulated transactions once per week on/around statement time. The statement detailing the items and orders making up the amount, as well as a transaction confirmation will be sent to you and/or your designee.

If your card information changes or expires, it is your responsibility to communicate the new card information to our office to ensure uninterrupted service.

HARTFORD BAKING COMPANY - CREDIT CARD PAYMENT AUTHORIZATION FORM

Please complete this form to use a Credit Card as a payment method. Completed Card Authorization forms should be emailed to office@hartfordbaking.com for expedited processing.

Please note that as part of our verification process, we may charge a nominal amount (under \$1) to the provided card. In this event, the amount will either be refunded or applied to your account as a credit for your use.

VISA MASTERCARD AMERICAN EXPRESS DISCOVER

Name on Card

Billing Address + ZIP

Card Number

Expiration Date

Cardholder Signature

CSV/CSC code

I, _____, hereby authorize Hartford Baking Company, LLC to charge the above mentioned credit card on an ongoing basis for all bills that become due.

PLEASE DO NOT WRITE BELOW THIS LINE – FOR OFFICE PROCESSING