



SPECIAL ORDER PRODUCT POLICY

Dovre Specialty Foods is proud to offer a wide variety of special order products (*either on demand or through scheduled pre-books*) from our suppliers. These unique products are brought in from all over the world, and as such returning special order items to the supplier is cost prohibitive. As a result, and in an effort to continue offering our lowest possible prices, we are implementing the following terms and conditions for special order items:

- 1) Special orders **cannot** be cancelled once the product has shipped from our supplier.

- 2) When special order items arrive at Dovre's warehouse, customers will be notified by our Customer Service team so that a shipping date can be confirmed. The agreed upon shipping date should take into consideration not only the regular ordering cycle of the customer but also the shelf life and the seasonality of the product.
 - a. It is the customer's responsibility to ensure that they coordinate any special orders with regular orders to ensure the combined value of the orders meets our minimums for free shipping.
 - b. If a shipping date cannot be confirmed within 2 weeks of arrival, the product will automatically ship to the customer's location. If shipping minimums are not met, freight charges will be added to the invoice.

- 3) Special order items **cannot** be returned to Dovre unless it is due to a quality issue.

As always our Territory Managers and Customer Service Team is here to help. Please remember to reach out if you have any questions or concerns in regards to your regular or special orders.