



Foodservice Product Ordering Information

▶ **Minimum Order Qty:**
Full layers of mixed Foodservice items can be combined with other IBS products. If order quantity is 6 full pallets or over, the freight will be included in the pricing provided.

▶ **Minimum Shipping Qty:**
6 full pallets per shipping location.



▶ **Additional Drop Shipments Charge:**
\$100 for 2 ~ 5 pallets per shipping location
\$200 for 1 pallet per shipping location
Shipment less than 1 pallet will be prepay and add on the freight cost.

▶ **Terms:** (Upon approval) our standard is NET030

▶ **Claims:**
Any claims for damages or shortages must be filed with customer service within 30 days of invoice date. Claims filed beyond the 30 days may not be honored by IBS and will subject to collection.

▶ **Returns:**
Any return must be requested through Customer Service Coordinator and must obtain return authorization and shipping instruction to avoid the following surcharges:

20% restocking fee of invoice amount
Customer must arrange or pay for return freight
Custom-made items are NOT returnable, with the exception of poor quality product.

Any shipment returned without a return authorization number will be refused by IBS.

▶ **Sample Request:**
Sample requests require a minimum of 5 business days to process.
Please allow 5 ~7 days additional for shipment leadtime.
Expedited requests will be subject to additional charges.

▶ **Custom Orders:**
Items not found in the catalog can still be requested. Contact your sales representative or pricing coordinator for leadtime and quotation.