

Notice to Customers
RAMSARAN'S DAIRY PRODUCTS TERMS OF SALE

1. Please ensure that we have all the following information for you for billing purposes:

NAME OF BUSINESS PLACE:

FULL ADDRESS:

CONTACT NAME:

PHONE NUMBER:

If you have any changes to the above , please provide the information to us by calling or emailing:
304-1060 – Vishnu / 640-3836 / info@ramsaransdairy.com

2. Please ensure that you ALWAYS get a bill .

Two copies of your bill should ALWAYS be printed by our driver salesman and you should sign and stamp one copy to return to us for our records.

Kindly check the following at the point of sale:

- the quantity of drinks on your bill should agree to the physical drinks received by you
- the expiry dates on the drinks received to ensure that you can sell out these drinks before the date and your next supply

Please note that your relevant sales truck is available to supply you **twice a week**. If you are are not getting a regular supply, kindly contact the office.

Your relevant salesman's name and phone # is located at the top of your bill if you need to contact him.

3. Exchanges for Expired drinks and Spoils /Damages:

-Our drinks have an **expiration period** and need to be **refrigerated at 36 degrees Fahrenheit (2 – 3 degrees Celsius)** .

All customers are advised to **only purchase the amount that you can refrigerate properly , as well as sell before your next supply.**

-Ramsaran's Dairy Products **will not be exchanging excessive drinks bought and expired on your hand due to its perishable nature.**

-Please note that there is a difference between "expired drinks" and "spoiled / damaged drinks"

-If your drinks are sold to you in a **damaged condition** or **spoils before the expiry date**, kindly return to your respective salesman and we will investigate and exchange these if necessary.

Please note that our investigation process is as follows:

1. We note the **MANUFACTURED DATE** and **EXPIRY DATE** on the drink and check to see when the relevant drink(s) were purchased. Proof of purchase (your bill) must be presented by you.
2. We consider the **storage conditions** provided by you for the drinks:
-All drinks should **always** be stored in properly working refrigeration as soon as they are checked and received by you.
3. We consider if your drinks with closer expiry dates are being sold out first if your drinks have two different expiry dates.

If you continue having unsold expired drinks on your hand , it is advised that you reduce your order at your next supply as Ramsaran's Dairy Products is not liable to exchange them or issue a credit note to you.

If the drinks are spoiled or damaged due to poor refrigeration or improper handling and storage on your part, Ramsaran's Dairy Products is not liable to exchange them.

4. Payment terms:

CASH / CHEQUE CUSTOMERS:

- Please ensure that the amount paid agrees to your bill and that you receive your correct change if necessary.
- Cheques should be made payable to **Ramsaran's Dairy Products** only and the amount in words and figures should agree to your bill.
- Post dated cheques** will not be accepted.
- Bounced cheques** - If your cheque does not clear due to insufficient funds , we will no longer accept cheques from you. Only cash will be accepted.

WEEKLY CREDIT CUSTOMERS:

- Weekly credit customers only have 1 week from the bill date to pay the full amount or supply to you will be discontinued until payment is ready .All future payments will then need to be paid in full in cash at point of sale.

MONTHLY CREDIT CUSTOMERS:

- Monthly credit customers only have 30 days from the bill date to pay the full amount or supply to you will be discontinued until payment is ready.
- Monthly statements will be sent to you outlining the bills due.

5. Customer Complaints

Any complaints can be made by calling or emailing us at the above mentioned contact information.

Thank you for choosing our product. We look forward to continuing serving you.

Management