



RAMSARAN'S DAIRY PRODUCTS

LOT 15 LABEL BOULEVARD, TRINCITY, INDUSTRIAL ESTATE, TRINIDAD, W.I.

PHONE: 1-868-640-3836 / 298-7945 FAX: 1-868-640-5197

WEBSITE: ramsaransdairy.com

EMAIL: info@ramsaransdairy.com

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:

EMAIL:

If you have any changes to the above, please provide the information to us by calling or emailing:

304-1060 / 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 that date or your next supply, whichever comes sooner.

The customer is also responsible for letting our driver salesman know what exact quantity you would like to purchase.

The customer should NEVER allow the driver salesman to determine your order (how much should be bought by you)

We expect that our customers monitor their weekly/bi-weekly demand and purchase close to the amount that you **can refrigerate properly** and will **reasonably be sold** by you within that period.

Our vans are usually available to supply you at least once per week or once every two weeks (applicable to further routes only)

If you are not getting a regular supply, kindly contact the office at **640-3836** or **298-7945**.

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) at all times until consumption.**

-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.

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

We may exchange one or two packs at times depending on your purchase history.

As previously stated, we expect that our customers monitor their weekly/bi-weekly demand and purchase close to the amount that you **can refrigerate properly** and will **reasonably be sold** by you within that period.

Our vans are usually available to supply you at least once per week or once every two weeks (applicable to further routes only)

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 for this.

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.

-Expired drinks should be immediately being taken off your shelves, disposed and NEVER offered for sale.

-Expired drinks should NEVER be consumed.

OUR DRINKS SHOULD NEVER BE CONSUMED OR OFFERED FOR SALE FROM THE EXPIRY DATE WHICH IS CLEARLY STATED AT THE TOP OF OUR PACKAGING

RAMSARAN'S DAIRY PRODUCTS WILL NOT ACCEPT LIABILITY FOR ANY DAMAGES CAUSED BY ANY CUSTOMER NEGLIGENTLY SELLING AN EXPIRED DRINK OR DAMAGES CAUSED BY THE CONSUMPTION OF AN EXPIRED DRINK BY ANY CUSTOMER OR THIRD PARTY

4. Chiller customers (customers who are issued a Ramsaran's Dairy Products chiller):

Chiller customers are advised to do regular checks on our chillers to ensure that the necessary temperature (**36 degrees Fahrenheit / 2-3 degrees Celsius**) is always maintained.

If our chiller stops working or is not cooling properly, immediately transfer our drinks temporarily to a properly working chiller and contact our office to arrange for our chiller technician to visit you to assess/repair our chiller as soon as possible.

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5. 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.

6. Customer complaints:

Any complaints can be made by calling or emailing us at the above-mentioned contact information. Kindly ensure that you have your proof of purchase present for any complaint or query regarding our drinks.

7. Barcode information (if needed):

All prices are VAT inclusive

<i>Size</i>	<i>Barcode</i>	<i>Product</i>	<i>Wholesale Price</i>	<i>Retail Price</i>
16 FL.OZ/473 ML	047227039215	Pasteurised Soursop Drink	\$11.00	\$14.00
8 FL.OZ/236 ML	047227812252	Pasteurised Peanut Punch	\$ 6.00	\$ 7.00
16 FL.OZ/473 ML	047227812269	Pasteurised Peanut Punch	\$11.00	\$14.00
8 FL.OZ/236 ML	047227812276	Pasteurised Orange Drink	\$ 2.00	\$ 3.00
16 FL.OZ/473 ML	047227812283	Pasteurised Orange Drink	\$ 5.00	\$ 6.00
8 FL.OZ/236 ML	047227812290	Pasteurised Pineapple Drink	\$ 2.00	\$ 3.00
16 FL.OZ/473 ML	047227812306	Pasteurised Pineapple Drink	\$ 4.00	\$ 5.00
16 FL.OZ/473 ML	047227812320	Pasteurised Mauby Drink	\$ 5.00	\$ 6.50

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

Management