

La Provence Bakery  
Customer Ordering Information: Los Angeles and Outlying Locations  
Effective February 1, 2008

**Order Minimums**

- No orders under **\$25.00** per delivery will be accepted.
- Orders between **\$25.00 and \$30.00** per delivery will be charged a **\$2.00 delivery fee**.
- All La Provence Customers must reach a **Minimum of \$300.00 per month**.
- Outlying locations may have a higher minimum requirement.
- A Minimum quantity of **two each per product is required**, unless noted on the price list.

**Order Deadlines**

Please refer to the chart below when placing orders:

| <b>For an Order Delivery Day of:</b> | <b>Place Order By:</b>        |
|--------------------------------------|-------------------------------|
| Saturday through Monday              | Previous Friday by 10:00 A.M. |
| Tuesday through Friday               | Previous Day by 10:00 A.M.    |

**Standing Order Changes**

- Standing Order Changes may only be made **Monday through Thursday**.
  - Standing order changes submitted on Friday will go into effect the following Tuesday.
- Please refer to the chart below when placing changes to Standing Orders:

| <b>For a Standing Order Delivery Day of:</b> | <b>Place Standing Order Change By:</b> |
|--|--|
| Friday through Monday                        | Previous Thursday by 10:00 A.M.        |
| Tuesday through Thursday                     | Previous Day by 10:00 A.M.             |

**Credit Terms**

- A Credit Application must be received and approved before 1<sup>st</sup> shipment.
- Our standard terms are Net 10 days.
- Late Fees of 1 ½% will be applied to all past due accounts.

**Customer Credits**

- All Shortages must be reported within **24 hours** of delivery to ensure proper credit of the account.

**Delivery Schedule**

- We make deliveries 362 days a year. The non-delivery days are Thanksgiving, Christmas, and New Year's Day.

**We thank you for your cooperation with these guidelines.**

**Office Hours:** Monday-Friday 8:00 A.M. to 4:00 P.M.

**To Place an order by Phone:** (760) 736-3299 x 301 or (760) 736-3299 x 303

**To place an order by Fax:** (760) 736-3296