



WHOLESALE TERMS AND CONDITIONS

To Become a Direct Factory Wholesale Customer

Please complete the credit application and include your FID#, GET# and or Resale Certificate for Goods Number. Credit/Reference is not required if paying with credit card.

Return the filled and signed credit application to:

HMNC PO Box 44715 Kamuela, HI 96743. Attn: Sales Department

Or you may email it to: sales@hawnnut.com

How to Order

Orders are placed by email: sales@hawnnut.com. If you are unable to place orders via email, you may call our office (808) 882-1116. Orders may be placed up to one month in advance. For Retail orders, please submit orders using your order form via email only.

Minimum Order Requirement

Our bulk products come in a case of 25lbs. The minimum purchase is 25lbs. or 1 case monthly to bi-monthly. The minimum for retail products is 1 case monthly to bi-monthly.

Lead Time

The lead time is typically one to two weeks from order date to ship date. We do not rush orders as certain products are made to order and will depend on the volume of product on hand. Orders may take up to three weeks during the busy holiday season. Delays on orders and/or shortage of macadamia nuts can be caused by the following events: mechanical malfunction, inclement weather or other unforeseen circumstance.

Shipping Terms

All terms shall be FOB buyers' location.

Shipping Policy

Our products are shipped using FedEx, UPS, USPS, Young Brothers or Matson (via DHX freight forwarder). All shipping charges are HMNC's rate. If you have an account with FedEx or UPS and wish to use your own account, please provide your account number. You are required to provide us your account # for Young Brothers and Matson. For the Big Island of Hawaii, we also ship via DK Trucking at HMNC rates or charges will be billed to you directly by DK Trucking. An order of at least 600lbs is best shipped by barge. Buyer shall bear all risk or loss or damage upon delivery of products to carrier at

point of shipment. We will not be responsible for any damages made by the shipping company or freight forwarder. Please be sure to file any claims with the shipping company immediately.

A current and accurate address is required. **Hamakua Macadamia Nut Co. will not be responsible for orders delivered to an incorrect address and or any re/routing fees.** Once your order is ready, we will notify you via email or by phone providing all shipping information if you are not picking it up at our warehouse facility.

Orders not picked up from our facility within 14 calendar days will be canceled.

Returns

We will gladly accept the return of products that are defective due to defects in manufacturing and/or workmanship for 30 days from the date of purchase. Fulfillment mistakes that we make resulting in the shipment of incorrect product to you will also be accepted for return 30 days from the date of purchase.

Cancellation

Cancellation must be made 24 hours prior to shipment. If a cancellation is made after a product is shipped, customer will be responsible for all shipping cost and a 5% restocking fee.

Payment

Payment terms are credit card unless Net 30 credit terms are confirmed through credit references prior to shipment. Net 30 terms are extended to pallet size and container size orders only. Check payments returned due to insufficient funds must be replaced with a cashier's check, money order or credit card. A \$25 returned check fee will be assessed.

Credit card purchases \$1000.00 and over will be charged a 3% credit card convenience fee. Unpaid balances are subject to a 1.5% late fee per month.

Price Changes

Prices are subject to change due to farm gate prices or unforeseen economic circumstances. Hamakua Macadamia Nut Company may change its prices with notice to the buyer 30 days before the effective date of the price change.

Out-of-Stock Products

Please understand macadamia nuts are seasonal. During the months of May thru August, we may be out of stock on certain product(s) or style(s) of macadamia nuts. Should this occur, orders will not be filled for the requested amount and/or canceled until the next season. A 'canceled' order filled the next season will be subject to the new season price. You will be informed of any changes made to your order.