

# IMPORTANT STATE SALES TAX INFORMATION



## 1. What does this mean for my organization?

Any organization that has not provided documentation that they should not be charged sales tax on their purchases is required to add sales tax to their order.

## 2. What documentation is needed so I will not be charged sales tax?

Your organization will need to provide one of the following:

- a. Exemption Certificate showing that your organization is exempt from sales tax in the state the order will be shipped to.
- b. Resale Certificate showing that your organization will be reselling the products and your organization will be responsible for remitting any sales tax that is due on the sale directly to the state and local tax authorities.

## 3. How do I know if my organization is tax-exempt?

Please consult your tax advisor to confirm your tax-exempt status.

## EVERY STATE HAS DIFFERENT RULES THAT APPLY.

**Please contact your state should you have any additional questions concerning sales tax.**

Terri Lynn Fundraising is required to collect sales tax for both Candy and Non-Candy items if you do not provide an appropriate exemption certificate. Please be sure to submit the correct form in advance of your fundraiser so it will not delay your order process.

Please contact Customer Service at **1-800-323-0775** for assistance calculating the applicable food and candy sales tax that may apply to your order, or visit **[www.terrilynn.com/tax](http://www.terrilynn.com/tax)** for more information.

*Thank you!*



**Terri Lynn Fundraising**  
1450 Bowes Road • Elgin, IL 60123-5539

**1-800-323-0775**

[www.terrilynn.com](http://www.terrilynn.com)  
[support@terrilynn.com](mailto:support@terrilynn.com)



# IMPORTANT ORDERING INFORMATION

## PLEASE READ CAREFULLY!

- 1 Minimum order 2 cases (or 24 items). Any individual or informal group may also order. Please print or type all information to help eliminate errors. Note change of address area on order form when address corrections are necessary.
- 2 When writing or calling about your order or any information, please refer to your organization's zip code and customer number.
- 3 New items will not be added to a previously keyed order in queue for picking. In order to request additional items, please fill out a new **Master Order Form** for those items or call Customer Service to place a new order over the phone. If requests are within the picking window, we will do our best to accommodate shipping both orders together.
- 4 Please make all checks and money orders payable to **Terri Lynn**. If check or money order accompanies your order, you may deduct 2%. When paying by check take your 2% deduction and mail your order form and check to: **Terri Lynn, 1450 Bowes Road, Elgin, Illinois 60123**
- 5 To order using a credit card, place your order online after setting up an account at [www.terrilynn.com/signup](http://www.terrilynn.com/signup), call toll free **1-800-323-0775** or provide your credit card number when completing your **Master Order Form**.
- 6 Customers with established credit may call orders in toll free **1-800-323-0775**; Monday through Friday; 8:00 a.m.–4:30 p.m. CST or fax orders to **1-847-741-7791**, or you can place your order online after setting up an account at [www.terrilynn.com/signup](http://www.terrilynn.com/signup), or email your order to [support@terrilynn.com](mailto:support@terrilynn.com). Please be sure to have all necessary information ready and available. Our credit terms are net 30 days – No Cash Discount will be given. No extensions on the due date.
- 7 We will be happy to send you a credit application per your request, or you may call us at **1-800-323-0775**.
- 8 We cannot ship orders without payment unless credit has been established prior to ordering.
- 9 We cannot ship orders C.O.D. or receive cash.
- 10 When ordering from our **Quick Start Program** (Full Cases) and **Order Taking Program** (Individual Products) on the same order, your products may ship via different shipping methods. Our goal is to ship any "mixed" product orders via the same shipping carrier/method. However, there may be instances when this cannot be accommodated. Please allow for separate deliveries.
- 11 All purchases are subject to our terms and conditions available at [www.terrilynn.com/terms-of-use](http://www.terrilynn.com/terms-of-use)  
The personal information we collect from you will be protected and used according to our Privacy Policy available at [www.terrilynn.com/privacy-policy](http://www.terrilynn.com/privacy-policy)
- 12 Please contact Customer Service at **1-800-323-0775** for assistance calculating the applicable food and candy sales tax that may apply to your order.

## Delivery, Shipping & Handling\*

- 1 Please allow 10 business days upon receipt of your order for processing and an additional 1-5 business days for transit time. If you provided an event date with your order, your order will be sent in time for the date you have indicated. If no special event date is provided, your order will be shipped based on the first available ship date. When using our Business Reply Envelope (BRE) to send in payment via check or to submit the enclosed order form, we recommend mailing the BRE at least 18 business days before your special event date.
- 2 In order to request additional items, please feel to call us at **1-800-323-0775** to place the order.
- 3 All orders will be shipped to the address on file unless otherwise stated on the order.
- 4 Freight on all orders that meet the minimum order volume of 2 case (or 24 units) is now **FREE** with the exception of orders shipping to Alaska and Hawaii. Please call Customer Service at **1-800-323-0775** for shipping charges to these states.
- 5 **Deliveries to Home Address\***: UPS does NOT require a signature on deliveries. Truck deliveries require a signature and unload product at curb. An additional fee will be charged to bring product inside.

## WE ENCOURAGE YOU TO USE A LOCAL BUSINESS ADDRESS BECAUSE:

### Commercial Deliveries\*

If your order requires shipment by common carrier (truck lines) your group is responsible for bringing the product inside your facility. Common carrier delivery persons will charge you an inside delivery charge if you need them to carry the product into a business or residence. They may require payment on delivery. Please call Customer Service for inside delivery fee. We will bill you back for these additional charges if we are invoiced.

### Residential Deliveries\*

UPS and FedEx do not require you to be home for deliveries. They can leave your boxes by your front door without your signature of receipt. UPS and FedEx will not call you in advance of your deliveries. Once shipped, you will receive an email or SMS text from FedEx Freight for tracking and delivery information related to your order.

Truck Lines may charge for inside delivery to a residential address. We cannot guarantee this will not occur. We will bill you back for these additional charges if we are invoiced. This could result in a fee of \$30.00 or more.

\* Shipping/Freight carrier terms, conditions and fees subject to change without notice.  
Please go to [www.terrilynn.com/resources/faq](http://www.terrilynn.com/resources/faq) for the most up-to-date information.

## Customer Service

- 1 Please check all inventory upon delivery for any damages and shortages. All damages and shortages MUST be noted at the time of delivery. Please do not accept damaged product unless you intend to pay for them in full. When refusing all or part of a shipment, please notify us immediately at **1-800-323-0775** 8:00 am–4:30 pm CST. We will replace product or refund money as soon as you have filed the issue with Customer Service. **Terri Lynn is NOT responsible for product damage or shortage if not filed with Customer Service within 24 hours of receipt of the product.**
- 2 **GUARANTEE:** If for any reason you are not completely satisfied with your order or you have not received your order within a reasonable period of time, please call **1-800-323-0775** 8:00 am–4:30 pm CST. Advance notice will be required prior to any return. We cannot accept unauthorized returns. We reserve the right to charge a restocking fee on any shipment returned without a Return Authorization Number from Customer Service. Do NOT over order. **NO RETURNS OF UNSOLD NUTS FOR ANY REASON CAN BE PROCESSED.** All notification of product quality must be within 30 days from the date you receive your shipment.

## IMPORTANT!

**MAIL IN ORDER 3 ½ WEEKS  
PRIOR TO YOUR EVENT DATE!**

**Please check your packing  
slip and shipment for  
accuracy before signing for  
receipt from the carrier!**

We will not be held responsible  
for shortages or damages  
after the driver leaves.\*



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