

## FOOD PRODUCTS

### TERMS OF SALE

Net 45 days or by Controllor Transfer. Orders from California State agencies are exempt from State Account tax and federal excise tax.

CALPIA unit prices include delivery within California to a single dockside location. Prices are domestic prices only for shipments within current delivery routes and schedules.

Prices are issued weekly and are listed in the Food Products section of the CALPIA online catalog. Prices are applied as of date of shipment. Prices and specifications are subject to change without prior notice.

Meat, Poultry, Egg and Juice prices are subject to market, fluctuations and the market price obtained for production needs.

### MINIMUM ORDER

Minimum order of \$250.00 per delivery is required. CALPIA approval is required for smaller orders.

### ACKNOWLEDGMENTS

Upon receipt of a completed purchase order, CALPIA will issue an Order Acknowledgment to both the bill-to and ship-to addresses. Orders will be shipped based on the delivery schedule provided by the customer.

### DELIVERY

**For information on delivery dates in your area, contact Customer Service at [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) or 916-358-2733. Please email a copy of your signed purchase order with the delivery schedule to [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) to ensure timely delivery. Customer Service contact information is also available on the weekly price sheet.**

CALPIA will make every attempt to meet scheduled delivery dates. If CALPIA cannot deliver product as scheduled due to causes beyond its control, i.e., causal labor disputes or accidents, inability to obtain necessary labor, material or transportation, or changes requested by the customer, the delivery date will be examined, and a new date will be established based on CALPIA and customer needs. Customer's signature on CALPIA delivery receipts acknowledges acceptance of product as well as

shipping baskets, crates, pallets, dollies and skids. Failure to return empty shipping containers will result in increased prices. Empty shipping containers must be assembled by the purchaser for convenient pick up at the delivery point.

### ORDER INFORMATION

Orders/Delivery Schedules must be submitted in the original excel format 30 calendar days prior to the beginning of each quarter. Orders should include product for a minimum of one quarter.

Purchase orders are to be sent to the Food Orders Inbox:

[food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov)

All orders must include:

- Ship-to and bill-to addresses
- Authorized signature to encumber funds
- Agency funding source: fund, agency, fiscal year, reference (State agencies only)
- Agency contact person and public telephone number including area code
- Bid number if applicable
- Complete 10-digit item number
- Delivery schedule (in original format)

### BID ORDERS

Purchase orders based on successfully awarded bids must have the applicable bid number written **noticeably** on the order.

### EXEMPTION POLICY

State agencies may be granted exemptions by CALPIA to procure products from other sources. Agencies seeking exemptions will be directed to their assigned CALPIA sales representative. If the product involved is not made by CALPIA, or for economic or technical reasons cannot be made, and exemption may be granted for outside procurement. The assigned CALPIA sales representative will review all exemption requests. For all such requests the CALPIA Exemption Request Form must be completed and submitted to CALPIA. All approved requests must be maintained in the requesting departments procurement transaction files as proof of approval. It is the customers responsibility to cancel any existing purchase orders for item(s) no longer required as a result of the exemption.

### PRIOR NOTIFICATION

If you would like to be notified prior to delivery, the request must be made on the purchase order or by contacting the factory representative.

### REDELIVERY OF FREIGHT

When redelivery of merchandise is required because the customer is not ready to accept merchandise and no notification of this fact is given to CALPIA, the actual costs for freight, restocking, and re-handling will be billed to the customer.

### CHANGES AND CANCELLATIONS

Changes and cancellations of individual deliveries must be made through the Food Orders Inbox at [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov). See Delivery Schedule Factory Notification for working days notice.

Requests for cancellation must be submitted in writing, include a revised delivery schedule, and refer back to the original order. Change orders and cancellations are subject to additional charges for reimbursement of costs incurred. A change order cannot be accepted if the order has already been shipped. Orders for nonstandard and custom products are not subject to cancellation. Please see page 8 for the amended delivery schedule factory notification.

### SHIPMENT DAMAGE/SHORTAGES

All shipments should be carefully inspected by the customer before acceptance. If damage or shortage has occurred and the delivery is accepted, the damage or shortage must be noted on the Bill of Lading at the time of delivery. Any discrepancies must be noted and initialed by the driver and the receiver. The Bill of Lading must be signed and include the printed name of both the receiver and driver. All types of product damage or shortage must be reported to CALPIA vis the Green Check Mark at [calpia.ca.gov](http://calpia.ca.gov) within fifteen (15) days of the product delivery date or sixty (60) days from the invoice date.

CALPIA requires that before any **credit/replacement** can be processed all **damaged/ spoiled** product must be verified by a CALPIA representative to confirm and investigate possible damage source and quantities. CALPIA cannot process any **damaged/spoilage** claims if the product has been disposed of prior to inspection.

## WARRANTY AND RETURN POLICY

CALPIA warrants to the original purchaser that products are free from defects in materials and workmanship. Customer wear and tear or abuse are not covered by warranty.

The customer agrees to use CALPIA products properly and to instruct employees as to the proper care and use of products.

All products shall comply with all applicable Federal and State Mandatory requirements and regulations relating to preparation, packaging, labeling, storage, distribution and sales of the product within the commercial marketplace.

CALPIA will replace damaged or defective food products. Food products absent of damage or defects can not be returned.

## GENERAL CORRESPONDENCE

For all questions, please contact:

Customer Service 916-358-2733

Dan Bachilla: 916-597-8815

Joe Marti: 916-358-1601

Eric Bengtson: 916-358-0305

	<b>Product Shelf Life</b>
Milk Products	Fourteen (14) days from processing date if kept at 40 degrees or lower
Packaged Beverages	Thirty (30) days from Julian date on carton if kept at 40 degrees or lower
Poultry Products - Frozen	Ninety (90) days from delivery date
Meat Cutting Products - Frozen	Ninety (90) days from delivery date
Coffee - Ground	Six (6) months from pack date if kept at room temperature
Coffee - Instant	One (1) year from pack date if kept at room temperature
Eggs - Shell	Forty-five (45) days from graded date stamp
Eggs - Liquid Fresh	Ten (10) weeks from date of production
Eggs - Liquid - No Cholesterol, Nonfat	Eighteen (18) weeks from date of production
Egg Product - Frozen 30lb Pails	Twenty-Four (24) months from date of production
Eggs, Frozen, Homogenized, 12-2lb Carton	Twelve (12) months from date of production
Almonds	Six (6) months from pack date if kept at room temperature
Bread Products	Thirteen (13) days from Julian date on bread package if kept at room temperature
Cookies	Six (6) months from pack date if kept at room temperature
Jelly	One (1) year from pack date
Peanut Butter	One (1) year from pack date
Syrup	One (1) year from pack date
Prepackaged Meals (Box Lunches)	Thirteen (13) days from Julian date on bread package if kept at room temperature

**Amended Delivery Schedule Factory Notification**

To change food deliveries, please **email** revised delivery schedules to [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) with the following advance notice:

Product Line	Please Provide:
Bakery	Five (5) Working Days' Notice
BeveragePackaging	Ten (10) Working Days' Notice
Coffee	Ten (10) Working Days' Notice
DairyCSP-Corcoran	Five (5) Working Days' Notice
DairyDVI-Tracy	Five (5) Working Days' Notice
Eggs	Fifteen (15) Working Days' Notice
Food Packaging	Ten (10) Working Days' Notice
Meat Cutting	Ten (10) Working Days' Notice
Poultry	Ten (10) Working Days' Notice