



## ***Boyer's DSD {Direct Store Delivery} Service Policy***

Service issues continue to be our biggest lost sales opportunity with Direct Store Delivery Vendors. The following policy is in effect for 2022 as in 2021.

- Any vendor who sits empty (or near empty) on in-line space, gondolas, end caps or racks will be charged \$75 a day, per store until corrected. This billing will occur once the direct rep calling on this account is notified.
- Sale items are to be kept on all end caps, displays, racks unless otherwise agreed to by the EVP of Sales & Marketing.
- Boyer's has a guarantee to our customers of "Fresh or Double Your Money Back" on any item that is out of date. Any out-of-date product left of shelves or Non-rotated product will incur a \$75 service fee which will be deducted.
- Weekly service, all stores must be visited, ordered, and stocked weekly. We have the right to bill 75.00 per day for non-weekly service.

Please inform all Manufacture drivers and all I.O.'s (independent owner operators) of this policy going into effect. We will monitor and bill going forward.

Sincerely,

Anthony S. Gigliotti  
E.V.P. of Sales & Marketing  
*Boyers Food Markets*  
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