

Is this your first time ordering from us? Please take a few moments to review our basic guidelines:



1. **Placing your first order:** Our minimum order is 4 boxes. If you are ordering on Net 30 terms, we require a \$150.00 order minimum. Simply fill out the order form and attach it to your Credit Application. **Please e-mail or fax your initial order** so that we have a hard copy of your information on file for account set-up and auditing purposes. Subsequent orders may be submitted via e-mail, fax, or entered using our dealer website at www.dealer.clifbar.com.
2. **On Line Dealer Website:** All new accounts will be automatically registered for our on-line dealer website (email address required for activation). You will receive an email confirming your new account set up within 2 Business Days from receipt of your completed new account paperwork.
3. **Payment options:** You may pay for your orders using Visa, MasterCard or Discover. You may also apply for Net 30 terms by faxing in a completed credit application with your first order. **Please note that any credit application submitted without an order will not be processed or saved for later processing.** If you already have an account and would like to apply for Net 30 terms, simply complete our credit application and e-mail or fax it in. If you prefer, you may send us a list of your references and simply sign a blank credit application and return to us for processing. **Please note: In order to process your first order, we must have a signed credit application.** Also, N30 or COD terms cannot be applied to any order below \$150 even when terms are granted. We cannot use a purchase order number as a method of payment, as these are for order reference purposes only.
4. **Freight: There is no additional charge for shipping.** The cost that you see on our form is the actual cost you will be charged. No additional shipping fees will be added to any order unless you request a shipping upgrade or you choose to have your orders ship COD. Upgrade fees are determined on a per-order basis and based on order size, UPS zone, and the service selected. If you do select the COD option on your method of payment, a \$10.00 fee will be added to your order total to cover the cost of the COD tag. All small parcel orders ship via UPS ground. All orders ship out of California or Ohio, depending on your ship-to location. **Please note: we do not drop-ship orders.** Orders can only be shipped to a storefront, receiving facility or place of business and cannot be shipped to a residential address.
5. **Returns: Please note that we do not refund, exchange or accept returns for expired product.** Please order accordingly. If you are not sure what Clif products will work best for your business, please start with small orders and work your way up once you determine your customers' needs. We realize customers have different needs, so if you have questions regarding our overall top sellers, we are more than happy to assist you in identifying those flavors.
6. **Displays:** We offer counter displays and floor displays for Clif products. If you are interested in looking at our display options, please send us an e-mail request at srfax@clifbar.com.

Our office is located at:

Clif Bar & Co. 1451 66th Street Emeryville, CA 94608
(please do not mail payments to this address)

All payments to us should be mailed directly to:

Clif Bar & Co.
File 30476
P.O. Box 60000
San Francisco, CA 94160

To request invoice copies or financial information regarding your account, please email
Accounts Receivable at credit@clifbar.com.

If you have any questions or need additional assistance, please feel free to call
Sports Retail Customer Service at (800) 370-1688.

Online Dealer Website (B2B): www.dealer.clifbar.com
EMAIL: srfax@clifbar.com or onlinedealer@clifbar.com
Fax Line: (877) 329-2543 / 877-FAX-CLIF