



## Supplementary Food Products Terms and Conditions

### SUPPLEMENTARY PRODUCT TERMS & CONDITIONS

Supplementary Terms and Conditions are in addition to the General Terms and Conditions; in the event of any conflict, the Supplementary Terms take precedence over the General Terms.

### PRICING

Food products have two types of pricing structures, depending on the type of product:

- Fixed pricing is determined before the start of each quarter and will remain unchanged throughout the entire quarter.
- Differential pricing is issued bi-weekly and is based on the shipping date.

Price lists are available online at <https://catalog.calctra.ca.gov/food>. The delivery bill of lading will reflect the current price at the time of delivery, which will be applied to the invoice.

### MINIMUM ORDER

A minimum order of \$250.00 per delivery is required. CALCTRA approval is required for smaller orders.

### ORDER INFORMATION

Purchase orders and delivery schedules must be submitted via the CALCTRA Food Order System (FOS) (<https://foodordersubmission.calctra.ca.gov>) 30 calendar days before the beginning of each quarter. Purchase Orders should include each product's quarterly total.

### DELIVERY

The customer's signature on CALCTRA delivery receipts confirms acceptance of the product along with all shipping materials, including baskets, crates, pallets, dollies, and skids. All empty shipping materials must be organized by the purchaser for convenient pick-up at the delivery location.

### AMENDED DELIVERY SCHEDULE - FACTORY NOTIFICATION REQUIREMENTS

To update food deliveries, use CALCTRA's FOS to submit revised delivery schedules with the following advance notice:

| PRODUCT LINE       | PLEASE PROVIDE:                   |
|--------------------|-----------------------------------|
| Bakery             | Five (5) Working Days' Notice     |
| Beverage Packaging | Ten (10) Working Days' Notice     |
| Coffee             | Ten (10) Working Days' Notice     |
| Dairy              | Ten (10) 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     |

**STORAGE GUIDELINES** (See Best By date on products for freshness recommendations)

A "Best By" date (often phrased as "Best if Used By") in California is a label indicating peak quality and flavor, not a safety deadline. Under the new California law (AB 660), this term specifically refers to the date after which the product may lose its freshness, taste, or texture, but is generally still safe to consume if stored properly.

| <b>ENTERPRISE</b>            | <b>PRODUCT (S)</b>                           | <b>STORAGE GUIDELINES</b>   |
|------------------------------|--|---|
| Milk Products                | All  | Store at 40°F (4°C) or below.   |
| Packaged Beverages (Juice)   | All  | Store at 40°F (4°C) or below.   |
| Poultry Products- Frozen     | All  | Store at 0°F (-18°C) or below.  |
| Meat Cutting Products-Frozen | All  | Store at 0°F (-18°C) or below.  |
| Coffee                       | All  | Store at room temperature.  |
| Eggs                         | 1. Shell<br>2. Liquid Eggs<br>3. Frozen Eggs | 1. Store at 40°F (4°C) or below<br>2. Store at 40°F (4°C) or below<br>3. Store at 0°F (-18°C) or below. |
| Bread Products               | All  | Store at room temperature.  |
| Cookies                      | All  | Store at room temperature.  |
| Condiments                   | All  | Store at room temperature.  |
| Prepackaged Meals            | All  | Store at room temperature.  |

**SHIPMENT DAMAGE/SHORTAGES**

CALCTRA cannot process any claims for damaged or spoiled products if the items have been disposed of before inspection.

**WARRANTY**

CALCTRA shall replace damaged or defective food products. Undamaged products are not returnable. Damaged or defective products, overages, or shortages must be reported within 30 days of delivery.

CALCTRA will validate temperature logs and samples. CALCTRA reserves the right to refuse returns of food products spoiled due to mishandling or failure to follow storage guidelines.

**GENERAL FOOD CORRESPONDENCE**

Contact:

- Customer Service: 916-358-2733 or [customerservice@calctra.ca.gov](mailto:customerservice@calctra.ca.gov)
- Sales Department: 916-323-2419 or [salesinfo@calctra.ca.gov](mailto:salesinfo@calctra.ca.gov)