



## Calaway Trading Frequently Asked Questions (FAQs)

To assist our customers we have compiled a list of our most frequently asked questions. Should you not locate the information you are seeking, please contact our sales team at [sales@calaway.net](mailto:sales@calaway.net).

### **Q. Are all product offerings available at any time?**

**A.** It depends on the product as commodities are harvested at different times throughout the year, which dictates when we have inventory availability. Our sales team would be happy to verify availability or notify you when we anticipate being able to offer and/or ship the product.

### **Q. How much lead-time is required to ship a container of "commodity" to a specific destination port?**

**A.** Our lead time calculation is influenced by the following components: specific commodity (e.g., premium timothy); processing and finishing requested; vicinity of SKU (stack) storage to processing plant; existing pressing capacity; ocean carrier booking space; etc. Please contact our sales team to establish the next available vessel booking and related ship date.

### **Q. Is it possible to request samples of a particular SKU (stack) for evaluation?**

**A.** Yes, we can ship samples to customers for evaluation prior to submitting a purchase request. Calaway Trading offers one sample per SKU (stack) to our customers at no charge.

### **Q. Do you reserve SKU (stacks) and if so for how long?**

**A.** Yes, in most instances we can place SKUs (stacks) on hold for pending confirmation for a period of two weeks from original request submission. In the event, another customer is interested in the same SKU (stack) we will notify them it has been reserved and when the hold may be released. Additionally, we may offer another SKU (stack) of the same grade and quality to both parties in order to satisfy our customers' needs.

### **Q. What is the free time for a particular ship line to a specific destination port?**

**A.** This information is not made public on our website or web portal since it is an element of our individual vessel carrier contract negotiations. However, our sales team has this information available and would be able to provide it to our customers upon request.



**Q. How may I determine when my document package was mailed and is there a tracking number for reference?**

**A.** Shipment documents and their related tracking information may be viewed by signing into your account on the Online Web Portal. The document package shipment information is tracked within our system so sales team members may also provide the details upon request.

**Q. Can I increase my order to include additional containers on an existing booking?**

**A.** We will make every effort to accommodate your order change requests on existing bookings. However, in some instances this may be outside Calaway's control based on product availability, press schedules, and ocean vessel cargo capacity. Please contact your sales team representative so they may determine the likelihood of meeting your request.

**Q. Do you accept claims against shipments and what is the policy for filing?**

**A.** Yes, in the event you are not completely satisfied with your order and the quality of the products shipped, a claim may be submitted for Calaway's consideration. Our policy for all claims is they must be received within 10 days of container arrival at destination point. The first step is to contact your sales team representative to notify them of the pending claim and begin the process of filing.