

## Ohana Coffee Solutions **PLEDGE OF SERVICE**

It's our philosophy that the responsibility lay on us to provide our customers with outstanding service, superior coffee and competitive prices, and to use this as our only means of maintaining customer loyalty.

### OUR PLEDGE TO YOU:

A Pre-Writer visit every two weeks: The Pre-Writer assesses inventory and orders the appropriate amount of product, to be delivered within 2 business days

A Delivery Driver visit every 2 weeks: Within 2 business days\* of the Pre-Writer visit, the Delivery Driver arrives to stock and rotate product. The Driver also fills coffee grinder hoppers, cleans all thermoses and brewers and cleans coffee service area.

In the event the CUSTOMER is closed on the scheduled Pre-Writer or Delivery Driver visit, Ohana Coffee Solutions will adjust its schedule for that week.

### \*Ongoing Maintenance/Service of Equipment:

Ohana Coffee Solutions will never charge a CUSTOMER for any service calls, delivery, installation or replacement of equipment. In the event of an equipment malfunction, Ohana Coffee Solutions will attempt to arrive, assess, or exchange the equipment on the SAME DAY. If it's too late in the day to reasonably provide this service, Ohana Coffee Solutions will arrange to arrive the following morning.

### Stocking & Invoicing:

A CUSTOMER is only charged for products used. All other costs related to service and delivery are absorbed by Ohana Coffee Solutions.

If Ohana Coffee Solutions makes an error stocking product, (e.g. wrong product, not enough product, etc.) Ohana Coffee Solutions will resolve the issue the same day or following morning.

If a CUSTOMER runs out of product\*\*, Ohana Coffee Solutions will attempt to deliver it the same day.

Invoice errors will be resolved as quickly as possible, by re-creating and submitting, or applying a credit to a future invoice.

*We hope you like great coffee and outstanding service as much as we do because that is our pledge to you.*

\*This is for all loaned brewers; if you own your own a service charge may be applied

\*\* The Pre-Writer program is designed to minimize the chances of running out of product. Our Pre-Writers visit every 2 weeks and place orders estimated to provide 3 weeks' worth of stock, ensuring a constant supply of product