



GENERAL GOODS
W H O L E S A L E

Member Guidelines & Policies

ACCOUNT SET- UP

Following Documents must be provided by the customer at the time of account set up.

Copies of the Following Documents:

- Membership Application
- Sales Permit
- Tobacco Permit (if applicable)
- Sales ID Form Signed
- Driver's License

STORE POLICIES

- Any merchandise to be returned must be authorized by store manager.
- Merchandise must be returned within 30 days of purchase, with a valid reason.
- Merchandise to be returned must be accompanied with completed return slip.
- Merchandise must be in a resalable condition; damaged or open boxes will not be accepted.
- Return of tobacco, cakes, refrigerated items and medicines will not be accepted.
- We give only store credit for all returns (no cash back on returns)
- Credit on returns will be applied with current or purchased price whichever is lower.
- All sales are final on products which may be marked with special prices having close expiration dates, please check expiration dates on these products before purchasing.
- Any shortage must be notified within 3 days from the date of sale.
- Seasonal items cannot be returned and cannot be exchanged. (Final sale).
- We reserve the right to limit quantity and price at any time.
- Check and count all your cases before you leave the store, we will not be responsible for any shortage.
- Minimum purchase is \$200 for all new customers.

TOBACCO & CIGARETTE POLICY

- You must have valid tobacco permit copy. It is your responsibility to provide us with a new copy once your permit expires.
- Expired tobacco products must be approved by manufacturer. (certain terms and policies may apply)
- All sales will be final. (No return no exchange) Check your merchandise before you leave, we will not be responsible for any shortages once you have left our premise. In the case of deliveries, please count all cartons and tobacco with our driver. Once our delivery truck has left your store, **we will not be responsible for any shortages.**

SHIPPING/ DELIVERY POLICIES

Monday – Saturday 10AM- 7:00PM

When opening a new account, it is the customers responsibility to contact our shipping department to schedule an assigned delivery day for your store and to check if your store falls in our delivery perimeter.

- There is a \$1000 purchase minimum on all delivery orders. This includes combined grocery and tobacco.
- Please keep in mind your delivery time is subject to change based on the drivers' route and any addition of stops.
- Delivery day is scheduled based on our truck routes and not on customers preference.
- All delivery orders must be received by 1PM the previous day for orders to be sent out. In the case of a Monday delivery, orders must be sent by Saturday 1PM as the store is closed Sundays.
- All merchandise is delivered in black totes. It is the responsibility of the store manager or clerk to swap out empty totes with our driver when a new delivery arrives. For any lost/ not returned or damaged totes, a **fee of \$25** will be added to your account until returned.

WEBSITE POLICIES

ACCOUNT

In order for us to serve you and get the best of the website, an initial account set up is required at the warehouse. To open an account, we will need:

1. Texas Sales and Use Tax Permit
2. Retailer Cigarette, Cigar and/or Tobacco Products Taxes Permit
3. Valid Texas Driver's License
4. Phone Number and email address.

If you choose to make an online account on our mobile app or website but fail to open an account at our warehouse within 2 business days, your online access will be suspended. Our catalogue with pricing is only accessible for registered and approved members.

DATA RETENTION

When you place an order through our site or mobile app, we will maintain your Order Information for our records unless and until you ask us to delete this information.

PERSONAL INFORMATION

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

Store Number: (713) 780- 3636

- EXT 1100: Register 4
- EXT 1101: Sohail Malik
- EXT 1102: Sami Rafiq
- EXT 1103: Register 3
- EXT 1104: Hafsa Malik
- EXT 1105: Register 1
- EXT 1106: Tobacco Department
- EXT 1107: Shipping Department

Fax Number: (713) 780- 1718

Whatsapp Number: (346) 813- 7252

Email:

Management: hafsa@general-goods.com

Customer Service & General Information: sales@general-goods.com

New Products & Vendor Services: generalgoods@sbcglobal.net

If you have any questions concerning our privacy policy, please contact our sales team by email at sales@general-goods.com or my mail using the details provided below:

8000 Harwin Dr. Suite 200 Houston, Texas 77036 USA.