



## Trophy Awards Mfg., Inc. Payment Policy

---

Trophy Awards is a Core Values based Learning Organization. This means that we operate our business and our relationships through the unwavering guidance of these Core Values. To help better understand the values we collectively use within our organization, they are listed in the footer of this document.

In an effort to Keep it Real as well as Be Lean and Efficient, we have created this payment policy to help our customers better understand our payment practices.

### Definitions of Payment Statuses:

1. **Due on Receipt:** These are accounts that require payment at the time the order is placed. Trophy Awards Mfg., Inc. cannot begin production on an order for a Due on Receipt account until proper payment information is received.
2. **Net 30:** These are credit accounts that require payment for the product received and services rendered within 30 days of the invoice date.
3. **Purchase Order (PO):** These are accounts that require submission of a PO before production on an order can begin. Payment for PO accounts are due within 30 days of the invoice date.

### Addressing Past Due Accounts:

Should a Net 30 or PO account become past due (an invoice or invoice(s) are not paid by the scheduled due date), Trophy Awards Mfg., Inc. must place a hold on the account until payment for the past due amount is received. If a Net 30 or PO customer maintains a history of late payment (continuously paying invoices 5 or more days past the scheduled due date), the account will be moved to Due on Receipt and payment will be required at the time of order placement moving forward. Invoices that are 90 or more days past due are forwarded to Apollo Credit Adjustment for collections follow-up.

### Tax Exempt Accounts:

These accounts can be set up for customers who have been given a tax exempt status by the government. Trophy Awards Mfg., Inc. must receive proof of tax exemption before a tax exempt account can be created. Trophy Awards Mfg., Inc. is required by law to charge and collect sales tax until this documentation is received.

1. For tax exempt customers, only a check or a credit card bearing the tax exempt organization's name can be accepted. If personal forms of payment are used (cash, personal check, personal credit card), Trophy Awards Mfg., Inc. is required by law to add tax to the purchase.
2. Acceptable forms of payment for taxed accounts include cash, checks, Visa, American Express, MasterCard, and Discover.

Trophy Awards Mfg., Inc. is committed to providing a great customer experience.

We hope that you find this document to be helpful to you. However, if you have any questions at all, please feel free to contact us at 859-442-7500.