



SLAs, Turnaround Times & Policies

Unless you enter into an agreement with GrowthSpoke that supersedes these policies, the service levels described below will apply by default. We may change or revise these policies at our discretion by providing ten (10) days prior notice either by emailing the email address associated with your account, or by posting a notice on the GrowthSpoke website. Your use of the services ten (10) days after notice shall constitute full acceptance of the revised or changed terms. Additionally, the SLAs are subject to increase during Peak Season (defined as the dates between and including Thanksgiving Day and Christmas Eve, but subject to change dependent upon carriers) by email notification. A “business day” is defined as any day other than a Saturday, Sunday or any legal holiday recognized by the State of Michigan.

Receiving Inventory SLAs

Full Truck Load and Partial Truck Load: Next Business Day

- Inventory will be received into GrowthSpoke’s WMS system by the end of the following business day for all product delivered to GrowthSpoke before 3PM ET.

Containers: 2 Business Days

The product will be received into GrowthSpoke’s system by the end of the day 2 business days after arrival.

- Product that arrives at GrowthSpoke before 3PM on Tuesday will be received into GrowthSpoke’s system prior to the end of the day Thursday.

Ground (parcel drop-offs): Next Business Day

- Inventory will be received into GrowthSpoke’s system by the end of the following business day for all product delivered to GrowthSpoke before 3PM ET.
- Orders that have multiple packages that get dropped off on different days will be considered to have arrived at GrowthSpoke when the final package arrives.



Inbound Shipping Requirements

- An ASN for every shipment must be uploaded to GrowthSpoke's WMS before product arrival at a GrowthSpoke warehouse.
- Clients must provide at least 48 hours written notice to GrowthSpoke prior to sending a new SKU to GrowthSpoke for the first time.
- All products must be packaged in a safe and organized manner. Product that is damaged in transit or arrives disorganized will need to be separated and sorted, which may cause delays.
- All products in each shipment must be tied to a single ASN. Products related to multiple ASNs should not be combined in a single shipment.
- Inventory counts should match the product quantities listed on the ASN. If more than 20% of the SKUs in a shipment have a quantity that does not match the ASN, there may be delays while the GrowthSpoke team attempts to reconcile the difference.
- The receiving deadline is 3PM ET. Product that arrives at GrowthSpoke after the 3PM cutoff will be treated as arriving the following calendar day.
- A \$100.00 per occurrence penalty will be assessed if any product arrives to a GrowthSpoke warehouse without an ASN being uploaded to the WMS prior to arrival.
- All pallet and container deliveries require an appointment.
 - Pallet deliveries require an appointment made at least 24 hours in advance
 - Container deliveries require an appointment made at least 48 hours in advance.

Shipping SLAs

Standard Freight: 4 Business Days

- Orders will ship within 4 business days of being placed in GrowthSpoke's system by the client.
- During Peak Season, an additional service day will be added, and the SLA will be 5 business days.
- Rush Order Service may be available. Rush Order Charges are 2x Order Processing Fees, 2x Touch Fees, and 2x Handling Fees.

Wholesale / Large Parcel: 1-2 Business Days

- For orders received in GrowthSpoke's WMS before 12:00 pm EST, the order will ship the following business day
- For orders received in GrowthSpoke's WMS after 12:00 pm EST, the order will ship within 2 business days.
- Rush Order Service may be available. Rush Order Charges are 2x Order Processing Fees, and 2x Touch Fees.

D2C Same Day or Next Business Day

- For orders received in GrowthSpoke's WMS before 12:00 pm EST, the order will ship the same day
- For orders received in GrowthSpoke's WMS after 12:00 pm EST, the order will ship by the following business day.
- Weekend (Saturday & Sunday) order volume may extend SLA's. Please contact your Success Manager for more details.
- Rush Order Service may be available. Rush Order Charges are 2x Order Processing Fees, and 2x Touch Fees.

Payment Terms & Late Payment Policies

In exchange for GrowthSpoke's provision of storage and fulfillment services, you agree to pay the service fees described in your pricing agreement. Unless your agreement specifies otherwise, all invoices are due and payable on Net 15 day terms, based upon the date the invoice is sent to you by GrowthSpoke. Any unpaid invoice balance that is more than 2 business days late will be assessed a one-time late charge equal to 3% of the undisputed invoice amount. For each additional 30 days that an invoiced balance goes unpaid, GrowthSpoke will charge you an additional late fee of 3% of the unpaid balance. GrowthSpoke reserves the right to suspend all services with no release of product until GrowthSpoke receives payment in full for any past due invoices.

In the case of a good faith dispute of an invoice or an invoice error, you agree to timely pay the undisputed portion of the invoice and, before payment is due, notify GrowthSpoke in writing of the specific line items and the dollar amount that you believe may have been invoiced in error and is rejecting, and provide supporting detail (such as rejection notice). The parties will work together to resolve such dispute, and the responsible party will either pay or waive (as the case may be) the disputed portion of the invoice. All paid amounts must be disputed within 15 days of invoice due date for disputes to be considered for reimbursement.