



Dear valued partner,

In the pursuit of streamlining our operations and improving our efficiencies, Heartland Produce requires that all shipments on pallets be in good quality condition. We are seeing issues increasingly where pallets are arriving at our facility from shipping point where pallets are broken, missing boards and not in good quality, which leads to shifted and or tipped pallets upon arrival that need to be restacked on good quality pallets prior to being warehoused.

The quality of “white wood” pallets has deteriorated significantly to the point of being a safety concern or even a hazard.

These poor-quality pallets are the primary reason which impact the unloading of trucks in a timely fashion.

These pallets need to be industry standard 40 x 48 pallets suitable for shipping and warehousing,

- 7 boards on top
- 5 boards on bottom
- Average top deck spacing 2-1/2” to 3-1/2”
- 3 stringers (1-1/2” x 3-1/2” each)
- 4-way entry
- Flush
- NO BLOCK REPAIRS TO STRINGERS

Due to increased inflationary costs in material, labor and transportation, **Effective April 1<sup>st</sup>, 2022**, we will be implementing a \$50.00 per pallet restacking charge for any pallet of poor quality (broken boards, etc.) or that does not meet these pallet specifications and present a safety risk to employees. PALLET FINE SUBJECT TO INCREASE WITHOUT PRIOR NOTICE.

This policy is intended to eliminate inefficiencies, reduce product damage, and provide a safer work environment for our employees. As a valued partner with Heartland Produce, we appreciate your cooperation with this.

Sincerely,  
Heartland Produce Co.