



Frequently Asked Questions & Guidelines For Buyers

Our goal is to be a valuable, reliable resource to buyers and sellers of excess food ingredients. We position ourselves as advocates for the needs of our customers bringing experience, advice, and an extensive worldwide network to acquire or sell needed ingredients in the best possible terms.

We have compiled a list of questions that we are asked frequently along with our responses. If you have a question we have not addressed, please contact us at your convenience at **314-872-8850**.



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1. HOW DO I GET STARTED?

First, determine what your goals and objectives are. Then contact us and we will go through a discovery process on the ingredient(s) you are seeking and make a determination of how we can help you. If we feel we can help you, we will list your requirements in our database. We will then begin a search in our extensive network of vendors.

2. CAN YOU SEND ME A LIST OF THE INGREDIENTS THAT YOU CURRENTLY HAVE AVAILABLE FOR SALE?

We have a comprehensive list of ingredients we commonly deal with on our website. Please visit our product pages at www.ingexchange.com. Our customers do not want to waste their time or have their inbox cluttered with ingredients they cannot use. In lieu of publishing available ingredients, we collect data from our prospective buyers on their specific ingredient requirements and match those requirements to the available ingredients.

3. THERE IS AN INGREDIENT I NEED THAT IS NOT ON YOUR WEBSITE. CAN YOU SUPPLY THAT INGREDIENT?

If there is an ingredient you wish to source that is not represented in our product categories do not let that stop you from contacting us. The Ingredient Exchange is a hard working group with a can-do attitude and we love the challenge of finding the ingredient(s) you seek.

4. IS THERE A MINIMUM QUANTITY THAT I NEED TO BUY?

Quantities can vary from product to product, but the transaction needs to make sense logistically and financially for all parties involved. This can amount to pallets of high value product or a truckload of low value product. If you are only looking for a few cases or bags of an ingredient, we recommend you contact a local distributor as they are generally more cost effective selling smaller quantities.



5. HOW DO I KNOW THE INGREDIENTS THAT I BUY ARE GOOD AND WHOLESOME?

We know that when it comes to food ingredients you can never be too careful. We mitigate risk by providing the following:

- **Manufacturers Paperwork**
 - Specification Sheets
 - Certificates of Analysis
 - Kosher or Halal Certifications
 - Organic and NGMO Certifications
 - EU Certifications
- **Pictures of the Product**
- **Samples of the Product**

If needed, we can send samples to a third party laboratory to be tested to make sure the ingredients you are buying are good and wholesome.

6. WHAT IS THE ADVANTAGE OF BUYING FROM THE INGREDIENT EXCHANGE?

Our customers come to us for a number of reasons. The following are just a few:

- **Ingredient Availability**
- **Convenience**
- **Market Knowledge**
- **Active Inventory Management**
- **Cost Savings**
- **Risk Management**
- **Proven Track Record**
- **Quick Response**
- **Trusted Advisor**

Let us prove to you that the value Ingredient Exchange provides is worth much more than the price you pay!

7. HOW MUCH CAN I EXPECT TO SAVE?

There are lots of variables that impact price and the current market price sets the bar. For some of the mainstream ingredients your savings can range from 15-25%, but your savings could be more or less, depending on variables of the transaction.

While price is important, we know there are other factors important to our buyers. Such as saving time, eliminating hassle, and having access to resources, information, and guidance they would not otherwise have. These are just some of the things that represent the value we provide. Our customers continue to do business with us because they always receive value greater than the price they paid.

8. WHO SETS THE PRICE FOR THE INGREDIENTS I BUY?

The market and the buyer dictate the price. We use a Bid Ask system to do price discovery. The Ask price is the lowest price a prospective seller is willing to accept, and the Bid price is the highest price a prospective buyer is willing to pay. Our goal is to match up the Bid and Ask to facilitate a transaction at a price that is acceptable to both parties.



9. WHAT ARE THE PAYMENT TERMS?

We have a credit application process that we use to establish terms and positive relationships with our buyers. Until the credit application is completed and processed we do require any transactions to be Cash in Advance (CIA). Missing information on the credit application may impact the extension of trade credit.

Companies that have outstanding credit will qualify for the following terms:

- **The payment terms for second hand ingredients are Net 30 Days**
- **The payment terms for cheese and dairy products are Net 10 Days**

The payment terms are negotiable, but it may impact the Ask price.



10. WHO HANDLES THE LOGISTICS?

We do, unless a buyer wants to make other arrangements. Our goal is to make it easy for you to do business with us.

11. WHAT CAN I EXPECT AFTER THE INGREDIENT IS DELIVERED?

We will contact you to follow up after the sale and make sure everything arrived as promised. We ask that you notify us immediately if there is a problem. We will resolve any discrepancy to your satisfaction.

12. HOW LONG DOES THIS PROCESS TAKE?

It depends on the availability of the ingredient the buyer is seeking and on the buyer's expectations and needs. The majority of transactions are completed within 5 to 10 business days.

13. WHAT ARE MY RISKS?

Our objective is to take out all risk from any transaction. We believe in full disclosure of the details of the transactions and pass on all of the information we collect about the ingredients we sell. This eliminates surprises.

14. WHAT ELSE IS IMPORTANT TO KNOW ABOUT BUYING INGREDIENTS?

- **SCHEDULING:** The supply chain for food ingredients is tight. Our customers generally will run just in time operations. Squeezing schedules or having unrealistic lead times may cause negative consequences. We advise our clients to be realistic with their expectations on delivery. Things like inclement weather, mechanical failures, etc. cannot be predicted. These issues can shut down production lines and offset cost savings.
- **MODES OF TRANSPORTATION:** We typically ship by full truckload, LTL, and rail. Full truckload is generally the most reliable. LTL is reliable, but will increase delivery times. There are cost savings for shipping by rail; however, rail service is less reliable, which could cause our customers significant delays.
- **TRACK RECORD:** Buyers would be well-served to look at the track record and history of the companies they choose to do business with. Younger less established companies will typically not have the depth of resources or an extensive network that would offer more pricing options. Therefore, companies like Ingredient Exchange with over 20 years of experience in the industry and their extensive network will give buyers more options to choose from.
- **THE DEVIL'S IN THE DETAILS:** Pay exceptional attention to the details as we do. The intent of our discovery process is to uncover nuances of the product itself, why it is being sold, how it needs to be handled, packaged, stored, and other important aspects, so as to avoid problems that could cause unintended consequences.
- **PRODUCT VERIFICATION:** Buyers should know the history of where the product originated and how it became available. We call this the story. It is critical to understand why a product is being sold, where it has been, and how it has been maintained in order for you to know exactly what you are buying.
- **FEES:** Buyers should pay attention to any additional fees when buying ingredients such as: transportation fees, lab fees, and sample fees. With the Ingredient Exchange there are no additional fees. The negotiated price for the quantity of ingredient is all you will pay.