



Southern Culture Cuisine – Payment Policy Updates

Effective 1.1.2026

As part of our commitment to providing secure and efficient services, Southern Culture Cuisine is updating our payment policies. These updates cover preferred electronic methods, continued acceptance of cash and checks, refinements to our interest policy, past-due account tolerances, and recognition of any custom terms previously established with an account.

These changes are designed to streamline processes, enhance security, and improve your overall experience. Please review the information below. If you already follow these guidelines, thank you—we look forward to continued business with you.

1. Accepted Payment Methods

We accept the following payment methods:

- **Cash**
- **Checks**
- **Bank Transfers (ACH):** ACH transfers can be made directly to our designated bank account. See the attached ACH form to set up automatic withdrawal or to provide deposit information.
- **Credit/Debit Card Payments:** Payments can be made through our online portal via Stripe. To enroll, contact the finance team. Once registered, you will receive an email with a link to make payments online. Credit or debit card payments incur a 2.9% service fee.

While we continue to accept cash and checks, we encourage electronic payments for these reasons:

- **Efficiency:** Electronic payments reduce processing time and improve accuracy for both parties.
- **Security:** Electronic methods include advanced protections that help safeguard sensitive information and reduce risks associated with paper-based payments.
- **Convenience:** Payments can be made anytime without the limitations of physical delivery or mailing.
- **Environmental Impact:** Electronic options support our sustainability efforts by reducing paper use.

2. Payment Terms

Standard terms apply unless otherwise agreed. Custom payment terms (including net terms, payment schedules, or other arrangements) will be honored when they have been previously established in writing with the account. Please contact the finance team if you need to confirm or request custom terms.

3. Updates to Past Due Account Tolerance

We are reducing the tolerance period for past-due accounts. Previously, a two-month grace period applied before ordering capabilities were paused. The new policy reduces this to seven (7) calendar days.

- New orders can only be placed when the outstanding balance has been paid in full.
- Any account that reaches thirty (30) days past due will be turned over to collections.
- Accounts with outstanding past-due balances as of October 1, 2024, will be paused from placing

orders until the balance is settled, in accordance with the updated account tolerance policy.

Support and Assistance

Our finance team is available to assist with any questions or concerns about these updates, including setup of electronic payments or confirmation of custom terms. Please contact us at info@southernculturecuisine.com.

We appreciate your understanding and cooperation as we refine our payment processes. Thank you for your continued trust and partnership with Southern Culture Cuisine.

Sincerely,
Southern Culture Cuisine