

Hi All!

We love our customers and are always happy to share our products with new shops!

Here's the brief terms and conditions we have.

### **1. Minimum Order Value**

For first time customers of Ross & Paul the minimum order value is \$600. New customers will be placed on Proforma until such time that total orders invoiced is over \$1500. Once customers have reached the \$1500 expenditure they will be placed automatically on 30 day net account providing they have completed a credit application form and have been approved by Ross & Paul.

### **2. How to place order**

- Submit your order via our wholesale site at [www.emergeapp.net](http://www.emergeapp.net)
- You must be a registered user to view this site. If you have not yet registered please go to the web site, click on "Log In" then "Create New Account". Follow the prompts and submit your information.
- Call our customer service representative toll free (800) 3xx-xxxx.
- Please have an order form or the web site available when calling so that you can reference item numbers.
- Fax your order to (683) xxx-xxxx. We can provide an order form to you via fax or email.

### **3. MSRP**

Products or goods purchased from Ross shall only be sold at the manufacturer's suggested retail price (MSRP). In the event the Wholesale Account chooses to place the products or goods for sale at a discount, the Wholesale Account shall not discount the products more than 15% below MSRP. Permission for special sale events beyond the 15% discount by the Wholesale Account must be requested in writing to Black Helmet Apparel and will typically be granted on a semiannual basis.

### **4. Wholesale Pricing**

All prices are listed in US dollars. All authorized retailers will receive 50% off the MSRP, plus the cost of shipping. Trade clients (interior designers, architects etc.) will receive 20% off the MSRP, plus the cost of shipping. Prices are subject to change without notice. We will cover 50% of the shipping costs for any orders over \$500. We cover the cost of postal insurance for any shipments through USPS.

## **5. Returns**

*Returns must be made in writing directly to Head Office within 7 days of delivery date quoting invoice number and reasons. No returns are acceptable without Ross & Lily prior approval and delivery instructions for transport. Shipping will be charged.*

*For any goods returned as 'unsuitable' there is a re-stocking charge of 15% plus shipping chargeable to customer*

*Please email us with details of the product prior to returning it.*

## **6. Payments**

Ross and Lily accept credit card (MasterCard, Visa, Discover, and American Express) and EFT payments.

All credit card payments currently do not incur a merchant fee.

If paying via EFT, please fax to 073xxx xxxx or email us through remittance advice as proof of payment.

## **7. Net 30 Terms**

You may also apply for credit terms with us by filling out an application form with at least three credit references. You may also get a credit application by request via our Contact Us page or by calling toll free (800) xxx-xxxx after a minimum transaction of \$10,000

Checks returned due to insufficient funds could be considered fraud and subject the check writer to prosecution and fines. However, we understand that usually there is no criminal intent and in these circumstances we will only charge the customer a reimbursement for bank fees and other incurred costs.

## **8. Shipping**

Shipping is not included in the cost of goods. On all orders freight will be charged on each invoice at a rate of 7% per invoice total, a minimum charge of \$25.00 will apply.

Orders over \$1500 are FIS

## **9. Damages and Defects**

Please inspect all shipments immediately upon arrival. Please contact Ross & Paul at [info@wholesalesite.com](mailto:info@wholesalesite.com) within 5 days of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise. Returned merchandise will not be accepted if it is held for more than 15 days after receipt.

## **10. Delivery Window**

Please allow at least 10-14 days from the time of your order for completion of items. Larger orders may require more time; please contact me for information about availability.

## **11. Backorders**

Out of stock goods will be back-ordered and shown on your invoice. If back-ordered goods are in stock at the time of your next order they will be added to your order without duplication. Outstanding back-orders will be shown on each invoice. If you wish to cancel any back-order or not have back-orders listed at all, please inform us. Back Orders under \$300 will be shipped on the same terms as outlined in shipping section above. Back orders over \$300 no shipping charges will apply.

## **12. Shipping International Orders**

We do not ship international orders at this time.

We have experienced too many customs and shipping complications to make this worthwhile for the customer.

---

**This is a generic wholesale terms and conditions template provided by EMERGE App.**

EMERGE App is an complete inventory management system for wholesalers, distributors and eCommerce sellers. Try it for free at <https://emergeapp.net>.