

Example #1

Wholesale Terms

Minimum opening order is \$300. Please note that most items have a Minimum Order Quantity (M.O.Q.). There is a \$100 minimum for re-orders. Orders will be processed using a credit card as payment for all new accounts. Net 30 terms are granted with approved trade references. Orders cancelled after 14 days of order date will be charged a 25% restocking fee.

Once we review your order, we will contact you if we have any questions. Your credit card will be charged upon placing your order. Out of stock items will be back-ordered, unless otherwise specified. We make every effort to ship orders as soon as possible (usually within just a few days), however during really busy times of year lead times may be longer. Please contact us if you require a specific delivery time or cancel date.

Shipping Charges

We understand how expensive shipping can be for businesses and we try to keep shipping costs as low as possible! We charge the actual UPS rate plus a small handling fee (about 1% of the order amount). During checkout your shipping cost will be displayed as an estimate based on the weight of the items in your order. Your actual S/H may be more or less based on your location.

International orders will be shipped via USPS. Please contact us for a quote as actual rates vary widely.

Example #2

Wholesale pricing offers a 50% discount on retail prices.

Minimum opening order: \$200; Minimum reorder: \$100

Please note there is a 3 item minimum when ordering a specific scent or size. This applies to all products, including scrubs.

All first-time orders must be prepaid. COD is available for approved clients only. You will receive a PayPal invoice once your order is processed and ready to ship. This must be paid prior to shipping. Payments for re-orders must be received within 30 days of invoice date. A 5% late fee will be applied per month on all overdue accounts.

Please allow 2-3 weeks for your shipment, or 4-5 weeks if you are ordering from a trade show. Shipping is calculated based on standard USPS or UPS rates.

Returns are not accepted unless items arrived damaged and are reported within 7 days of delivery, in which case a replacement will be provided. Buyer is responsible for any damaged products thereafter.

Want something just for your shop? I'm happy to whip up something custom! Ready to order? Email [email address]

Example #3

HOW TO ORDER:

You can order through our general shop by sending us a list of SKUs (or product names) and quantities. Upon receiving your order, we will send you a digital invoice for the total charges with shipping.

STOCK:

If there is anything in the shop that has a lower stock than what you had hoped to order, just email us for availability and we can adjust your invoice based on stock.

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 domestic orders over \$750. We cover the cost of postal insurance for any shipments through USPS.

OPENING ORDERS:

A minimum order of \$300 is required on opening orders that include cacti and/or pillows. For orders that are only ribbons and/or prints, we ask for a minimum order of \$100. Initial orders for new accounts must be paid for before items are shipped out. We will contact you with your order total and a digital invoice.

RE-ORDERS:

\$100 minimum order is required for re-orders. If you are one of our returning vendors and wish to pay within 14 days of your order, let us know and we will update your invoice. Late payments are subject to a 5% late fee for every 14 days past due.

CHANGES TO ORDERS:



Any changes or cancellation to orders must be emailed to [email address] within 48 hours.

METHOD OF PAYMENT:

Payments through Square, Stripe, Paypal and checks are all accepted forms of payment.

DELIVERY & SHIPPING:

Though your shipment will likely go out sooner, please allow up to 2-4 weeks for your order to ship. Shipping/handling charges will be calculated and added to your order total when the order is ready to ship. We reserve the right to use our discretion as to the carrier to be used on any shipment. Your preferred carrier may be used if the you agree to assume any additional transportation charges.

NATURE OF HANDMADE PRODUCTS:

All of our products are handmade. Due to the nature of our production method, each product may vary slightly.

DAMAGES / DEFECTS:

Please inspect all shipments immediately upon arrival. Please contact [company] at [email address] 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.

RETURNS / EXCHANGES:

Wholesale merchandise may not be returned or exchanged. We only accept returns in the case of defective merchandise as noted above.

CONSIGNMENT:

At this time, we are not able to do consignment.

Example #4

Wholesale Discount Prices

Wholesale discounted prices are available to customers that will be reselling our products to the consumer through an established retail store or web site. Please provide a copy of your resale license, or State tax ID to verify eligibility. Current prices and suggested retail prices are posted on our web site [website]. See Placing Orders for log-in information.

Minimum Order

For Hawaii the minimum order is \$80.00 plus shipping. For continental United States the minimum order is \$120.00 plus shipping. The only exception is for first time sample purchase.



Product Samples

We do not ordinarily supply product samples free of charge. However, many of our products are available for purchase in sample size in single quantities. Sample orders are exempt from our minimum order requirement.

Placing Orders

You may place your order several different ways:

- Submit your order via our wholesale site at [website]

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 [phone number].

Please have an order form or the web site available when calling so that you can reference item numbers.

- Fax your order to [fax number]. We can provide an order form to you via fax or email.

Service

We have service representatives in various geographical areas that can provide you in-store professional merchandising service. Please call us at [phone number] and check to see if there is a service representative available in your area. If not we will provide you with the necessary information you will need and will provide professional guidance on the best product mix for various display sizes and configurations.

Lead Time

Typically we ship orders within 4 business days and sometimes the same day. During a busy holiday season it may take up to 8 business days but this is unusual. If you have a rush order please let us know and we will exert extra effort to try to get your order out sooner.

Out of Stock

We try to have everything in stock. However, there may be unavoidable outages. When an out of stock situation occurs we do not back-order out-of-stock items. We will either hold your order if we expect to have back in stock within a few days, or we will send your order without the items, with the expectation that you will order the out-of-stock items on your next order. We will note on your packing slip any items that you ordered that were out of stock.

Shipping

All orders are shipped via UPS so please provide a physical ship-to address. Post office box addresses will be delivered via US postal Priority Mail service but the customer will take responsibility for lost or damaged product shipped this way.

Shipping costs are determined at the time of shipping and these costs are passed on to the customer plus a \$2.50 per box charge. You will receive a packing list with your order. If you have a credit account with us please wait to pay from invoice. An invoice with shipping charges will arrive via postal mail a short time after the order.

Shipping Errors/Damaged Goods

You must notify our office of any shipping errors or goods damaged in transit within 7 days of receipt of shipment. We will then either issue you a credit or send replacement product at no charge. [company] accepts no liability for any loss resulting from the customer's failure to comply with our carrier's delivery. If the carrier has to return the shipment to us then the customer will be liable for all shipping



charges and credited for all merchandise returned in sellable condition.

Returns

Our goods are guaranteed to satisfy the customer's sales expectations. In the event that the customer wishes to discontinue any or all [company] products, any products returned to [company] in sellable condition will be credited to the customer's account.

Payment

Credit Cards: We accept credit cards including MasterCard, Visa, Discover, and American Express. We also accept checks and money orders.

Net 30 Terms: You may also apply for credit terms with us by filling out an application form (See Downloads and Forms) 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 [phone number].

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.

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.

Exclusivity

We do not offer exclusivity of the [company] brand products in any one geographical area. However, we strive to coordinate a non-competitive environment among our customers by selling to customers that are a reasonable distant from each other, or offer them a different product mix. We do not exercise control over retail prices except to the extent that we only offer deeper discounts to high volume customers that follow our suggested retail prices.

Private Labeling

We do not offer private label products at this time but may be able to provide some products without packaging if quantities justify and sufficient lead-time is allowed.

Feedback

We thrive on customer feedback. Customer observations, ideas and suggestions are where many of our products originated. We encourage you to point out areas that we can improve and love to receive complements!

