



Eco-Prima Tea

Quality. Variety. Green.

TERMS OF BUSINESS

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GENERAL TERMS OF BUSINESS

- ❖ Prices are FOB New York.
- ❖ Volume discounts available for larger quantities. Our price breaks are at:
 - 2 lb. / 5 lb. / 15 lb. / 25 lb. levels
- ❖ Case quantities available for some teas. E-mail us at info@ecoprimatea.com for details.
- ❖ Orders usually shipped same or next day for 2 and 5 lb orders. We ship UPS unless otherwise specified.
- ❖ Please allow 7-10 days for larger size orders.
- ❖ Returns are not permitted without authorization. Read our complete Returns Policy [here](#).
- ❖ Minimum order amount for any tea is 2 lbs. Some teas are packed in minimum 2.5 lb. bags.
- ❖ Matcha & Flowering Teas may be ordered in 1 lb. amounts without a surcharge.
- ❖ Requests for custom packing or labelling, or for smaller packs, will incur additional charges.
- ❖ First-time orders will require a credit card for payment.
- ❖ Past due accounts will be charged interest at 2% a month. Arrears need to be cleared before a new order is placed.
- ❖ Online ordering available at www.ecoprimatea.com
- ❖ We accept Mastercard, Visa and American Express.
- ❖ Our Terms of Business, including Pricing, are subject to change without prior notice.

INGREDIENTS / ORIGIN / STEEPING DIRECTIONS

- ❖ A list of ingredients as well as origin information for our teas is included in the Catalogue. All ingredients may not be on every label affixed to our bags of Tea. Our invoice may not always reflect a full list of ingredients. Please refer to the Catalogue or our Website for complete information.
- ❖ Steeping directions accompany each bag of Tea shipped out by us. They have also been provided on our website.

STORAGE / SHELF LIFE

- ❖ Teas (*camellia sinensis*) without added ingredients (herbs, botanicals, fruit pieces, flowers, flavoring) have a 36-month shelf life. We recommend, however, that you purchase smaller quantities more frequently.
- ❖ The recommended shelf life for flavored teas is 1 year. Natural flavors (used for Organic Flavored Teas) do not last as long as natural/artificial flavors (used for conventional non-Organic Teas).
- ❖ Store Teas away from direct sunlight, air, or moisture.
- ❖ Herbs and botanicals must be stored in a cool place, away from direct sunlight and should be purchased in small quantities as needed. Some herbs, particularly chamomile, should be refrigerated. Herbs and botanicals may get infested with bugs and should be handled properly.
- ❖ Teas and Tisanes with fruit may deteriorate and should be purchased as needed and stored in a dry, cool place.
- ❖ Tea is an agricultural commodity and small particles of debris occasionally creep in despite our best efforts to provide a screened, inspected product. Most tea estates and companies screen the final product with magnets prior to packing and are inspected on a regular basis.

ALLERGENS

- ❖ Most teas contain no Allergens. There are, however, a few exceptions. We have listed the few teas that contain any by (A) next to the name of the tea. Typically, the only 3 types of allergens found in any of our selections are Almonds, Soy Lecithin (in chocolate chips, for instance) and Milk (in caramel or yoghurt granules, for instance). Our labels clearly indicate if there are Allergens present.

DEFINITIONS

- ❖ O = Organic
- ❖ O/FT = Organic and Fair Trade
- ❖ Add \$0.75/lb. for Fair Trade
- ❖ A = Allergens

CREDENTIALS

- ❖ Established in 1995
- ❖ Certified Organic
- ❖ Certified Fair Trade
- ❖ Certified Kosher
- ❖ Certified Minority Women's Business
- ❖ Official U.S. partner of Makaibari Tea Estates, Darjeeling, India
- ❖ Member, Organic Trade Association
- ❖ Member, Specialty Food Association

EXPERTISE

- ❖ Large variety of Teas – all origins, grades & types
- ❖ Low Minimums
- ❖ Attentive customer service, speedy responses
- ❖ Organic, Biodynamic and Fair Trade teas
- ❖ Same or next-day order fulfillment
- ❖ Ordering flexibility – online, e-mail, phone

SAMPLES

- ❖ \$2 for Teas under \$20/lb.
- ❖ \$4 for Teas under \$40/lb.
- ❖ \$6 for Teas over \$40/lb.
- ❖ Each Sample will make 3 – 4 cups
- ❖ Some exclusions apply, e.g., Matcha and Flowering Teas.

ECO-PRIMA RETURN POLICY

REASONS FOR RETURNS

- ❖ Products damaged in transit.
- ❖ Wrong product.
- ❖ Incorrect quantity.
- ❖ Unsatisfactory product / quality.
- ❖ Product safety: Allergen mislabeling, Foreign contamination (over 2% by weight, pest infestation when received).

RETURNS AND ALLOWANCES

- ❖ Eco-Prima will accept return requests up to ten (10) business days from the day the product is received.
- ❖ If your request is for an approved reason for the return, you will be issued an RMA (return Material Authorization) number. Returns will not be accepted without a prior complaint to Customer Service and an RMA number. Please post the RMA number on the return shipment. Complaints can be made by calling 914 930 8892 or e-mailing info@ecoprimatea.com or via the Contact Us page on our website www.ecoprimatea.com.
- ❖ Material must be returned in the original form or credit will not be issued. Repacked or custom-blended products cannot be returned.
- ❖ For items 2 through 5, complaints must be brought to our attention within 10 days of receiving the product.
- ❖ To receive credit for the returned item, Eco-Prima must receive your product within ten (10) business days of the RMA being issued. If we do not receive the goods within that time frame, your return will be at risk of cancellation, as well as any credit for the return.
- ❖ After evaluating complaints, if we determine that it appears to originate from our process, we will request that the goods are returned. You will receive credit or a replacement. If we are at fault, we will cover the shipping costs for returns. Original Shipping and handling charges will not be refunded.
- ❖ Returns are subject to a 15% restocking fee.
- ❖ You must notify us immediately about shipments received damaged in transit. Please retain the original shipping cartons and note the damage on the Bill of Lading with the Driver's signature and indicate the damage on the Delivery Receipt. If possible, please take pictures and forward to us.
- ❖ We need to be notified immediately about any microbial contamination or pest infestation and this only applies for product received with infestation. While Eco-Prima has taken great measures to control pests, herbs, spices, and botanicals – particularly organic material – are prone to insect infestation. Therefore, refunds on pest infestation will only be made on the dollar value of the product and Eco-Prima will not be liable for any other expenses incurred as a result of infestation.