

## **FERN VALLEY SOAP WHOLESALE POLICIES**

**Minimum Orders:** The minimum initial purchase per location is 36 bars, or \$100.00 (reorder minimum is \$80.00). The minimum order per individual SKU order is three. Exception: Pet Stores initial and reorder minimum is 24 bars of Big Paw Dog Shampoo.

**Wholesale Payments:** Initial orders must be paid for in full before shipment. Payment terms may be available with prior approval; hospital gift shops will invoice with Net 30 terms. We accept all major credit cards, including AMEX. Returned checks due to insufficient funds will be charged a \$25 fee.

**Order Fulfillment:** Fulfillment is generally 1-2 business days from receipt of order. Future ship dates must be on purchase orders. We do not process back-ordered items.

All freight is FOB Ferndale, CA. USPS priority mail is our primary carrier. Orders shipped via UPS may require mandatory insurance based on the wholesale value of the order. If you would like us to use your shipping account, please include all necessary account information. All orders that meet the established minimum order, shipping to a single location, will have a 14% cap on freight.

**Wholesale Returns & Restocking Fees:** We stand behind our products and want to maintain a great relationship with our retailers. We will accept returns for 30 days following delivery. Returned items must be in a condition to resell. Contact customer service to request authorization to return. Shipping charges are not refundable, and a 15% re-stocking fee will apply.

Fern Valley Soap will sell products at wholesale pricing only to retailers with a valid sales permit ID. It is our goal to develop successful long-term relationships with our retailers. New wholesale accounts must meet our criteria; we reserve the right to limit retailers in market areas. We retain the right to refuse wholesale accounts.

**Canceling/Changing Your Order:** Our rapid fulfillment prevents Fern Valley Soap from guaranteeing that your order can be canceled or altered after placing. You may contact us as soon as possible to see if your order has already in fulfillment. We are happy to make adjustments when possible.

**Lost, Incorrect, or Damaged Goods:** If your merchandise is received damaged or incorrect upon arrival, save all contents and packing materials and contact us within three business days. Damaged goods will reship or refund. Submit verification of the damage to customer service. If a shipment is lost, it will reship after researching delivery confirmation tracking.

**Internet Sales:** Fern Valley Soap maintains a branded presence on the internet. We do not sell our products to resellers who operate online stores only. If a physical store sells our soaps and would like to list it on their website, pre-approval is required. The listing website must have its web address, not a subdirectory of another company's URL, such as an Amazon.com storefront. Also, retailers cannot sell our products through an auction site like eBay. Once approved, we will send product photography free of charge for your website to maintain a consistent brand presentation.