

# 2019 WHOLESALE POLICIES

## ORDERS

Everything that Emilime offers is made to order and made by hand. Minimum opening order is \$350.

Our made to order window is as follows:

Any order to ship between August 15th–October 15th must be **placed by April 15th, 2019**.

Any order to ship between October 25th– December 1st must be **placed by August 15th, 2019**.

For anyone that wants to order after August 15th, we will send our limited stock list for the items that we have available. We hold orders for a maximum of 2 weeks after your requested ship date in our partner warehouse and then the order will be cancelled and you will be charged a 15% restocking fee.

## SHIPPING

All orders will be shipped via FEDEX or USPS FOB Miami, New York, or Austin and shipping charges will be billed on your invoice. Insurance is available, and must be requested in writing. Once shipped from our warehouse, Emilime is no longer responsible for the merchandise. If package is not delivered, you must notify the carrier to file a claim. We will send your tracking information once the package leaves our facilities via email if email is provided. We can ship on your account if you inform us at the time of placing the order. There is a \$10 pick up fee from UPS that will be added to the invoice.

## TERRITORIES

We do not consider territory issues unless notified. If you are concerned about other stores in your area carrying Emilime, please contact us and we can let you know stockists in your area. If you want to have Emilime exclusivity for your area, you must contact us and/or the regional representative of the brand.

## PAYMENT

We process payments upon shipping. Please allow for 10 days from payment date until your merchandise is delivered to your store.

We accept Visa, MasterCard, Discover, and American Express or ACH bank payments. Invoices will be emailed right before shipping and you will be able to pay online. No COD payments or NET terms are accepted.

## RETURNS

Examine all products upon arrival. If there is anything missing or damaged please contact us within 7 days of receiving the merchandise. If there are any issues with your merchandise, you are eligible for replacement or a refund if there are no suitable replacements. After 7 days we only accept returns on a case-by-case basis for exchanges on defective merchandise. We will not issue refund after 7 days. We must receive the damaged merchandise in order to send replacements or issue a credit. 15% restocking fee for goods returned that are not damaged.

## CANCELLATIONS

Please notify Emilime via email of all cancellations before our order cut off.

April 15th for August 15th–October 15th deliveries

August 15th for October 25th–December 1st deliveries

All of our items are made to order. If you cancel after our order cut off, a 15% restocking fee will be charged.

We will send confirmation via email once your cancellation has been received. If you ordered through a rep, please notify them as well as Emilime.