

FAQ

Who can get a wholesale account with Battle Balm?

We wholesale our products to qualified businesses, such as medical clinics, spas, gyms, athletic training compounds, supermarkets, gift shops, and other brick & mortar stores. If you wish to resell our products, please contact us to become a partner.

What kind of partner is Battle Balm looking for?

Our partners tend to be businesses that want the very best natural and organic products on the market. Our statistics have shown that the groups we partner with, are customer-service oriented and go the extra mile to create satisfied customers with quality products. If that sounds like you, we want you to be a partner!

Why is Battle Balm selective about business partnerships?

We're a growing brand with a solid reputation. We have a conscious goal to create mutually beneficial relationships with people/groups/organizations as we gain ground in this industry. Like-minded and reputable people/groups/organizations can help us improve the lives of people and improve the ecosystem we share with the planet.

How do we get started?

The first thing we will need is for you to fill out our wholesale application. You will need a tax ID or resale certificate. Please contact us for the forms along with more information.

Can we order wholesale Battle Balm products online?

Yes, credit card accounts can log in to the Battle Balm webstore, fill out the order forms and place their order directly online. You can email, message, or contact us in the best way you see fit!

Do you offer samples?

Yes, we do offer samples to approved businesses and potential resellers. Contact us for more information.

Is there a minimum order quantity?

Yes, we have low minimums. Currently, 2 cases is the minimum order, where a case equals 12 units of the same size package, and may be comprised of varying strength. (NOTE: minimum order quantity may be updated at any time.)

How long will it take to receive my order?

We typically ship orders in 1-3 days. An item that is backordered may be shipped separately as soon as it comes available. We send out tracking information once the products ship.

What shipping options are available?

We use USPS for most domestic packages shipped to the United States. UPS and FedEx are also available. If you have a preference of shipping carrier, please let us know and we'll accomodate!

Do you ship internationally?

Yes, we do offer international shipping. We use USPS and FedEx for our international carriers. If you'd like us to use a different international carrier please make a note of it and we will ship via your preferred carrier. All International orders will ship upon receipt of payment.

What is the return policy?

We accept returns on wholesale orders if we have made an error. Please notify us within two weeks of the ship date if your order has been processed incorrectly and we will see that the matter is promptly resolved.

What payment options are available?

We currently have credit card, NET30, and check payment options available. Almost all of our partners begin with a credit card account. If you are in good standing with us after some time, we can move you to a NET30 account should you be interested. Note that if a check is used for payment, we must place a hold on your order until the check clears the bank.

Do you offer any online marketing support?

Yes! We will post your information on our Battle Balm Facebook page. We will also mention you as a partner on Twitter, Instagram, or whatever social media outlet you wish. Just ask!