



ThumbThings Handmade Finger Puppets™ Drop Ship Partnership Handbook

Terms and Conditions:

Drop Ship Program is available for all ThumbThings Handmade Finger Puppets: 5pc. & 10pc. Sets listed at www.fingerpuppetsinc.com

Drop Ship Program is available for International shipping.

Deal of the Day / Flash Sales are not permitted.

Due to an exclusive agreement you may not sell through Amazon FBA.

Drop Ship Program is available to Authorized Wholesalers with approved applications on file.

Authorized Wholesalers are responsible for applicable shipping and handling fees.

Authorized Wholesalers may choose to set the retail price for their customers, however they must not be set below the ThumbThings Handmade Finger Puppets™ MAPP (Minimum Advertised Price Policy) indicated on the Master Product List.

Finger Puppets Inc. reserves the right to request modifications to your offer if it violates the company's MAPP.

Finger Puppets Inc., ships via USPS or UPS.

Drop ship orders are subject to stock on hand.

As the retailer, you are 100% responsible for customer service and handling customer support issues.

As a member of the Finger Puppets Inc. / ThumbThings Handmade Finger Puppets™ Drop Ship Partnership, you are welcome to use your account to purchase products for yourself or others at the discounted rate. Any misuse of this account will result in permanently and immediately being dismissed from the program. Misuse includes, but is not limited to, sharing or advertising discount codes assigned to you, buying in bulk to resell to unauthorized wholesalers, or buying in bulk to resell on aggregator or flash sale sites.

Getting Started:

Once your application has been approved, you will hear back from one of our account managers regarding the next steps in the on-boarding process.

We will need a copy of your logo (.jpg or .png) for your packing slips, along with any additional information you would like printed on your receipt.

Once approved you will have access to our image library and marketing materials, your account manager is available to help you get set up online, provide product knowledge and answer any questions.

Phone support is available Monday thru Friday, from 9am – 5pm PST.
1.800.941.3203 x 310

Orders:

SEND ORDERS TO:
orders@fingerpuppetsinc.com
or fax:
1.844.332.7658

Finger Puppets Inc. requires you to have a credit card on file to pay for orders. We accept Visa, Mastercard, American Express, and Discover.

International orders must pay with PayPal.

Finger Puppets Inc. will accept orders via email, fax, or in a specialty formatted .CSV

Finger Puppets Inc., will process, pack, and ship out a B2C order the same-day, if it's received by 2:00pm PST.

Finger Puppets Inc. will put your company's name and logo on packing slips so it appears like the package was shipped directly from you.

Finger Puppets Inc. will use our USPS account to pay for shipping and pass along the cost to you when billing you for the order. It's up to you how much to charge your end customer for shipping.

Finger Puppets Inc., will send tracking information via email in plain text or .CSV
Once you receive a tracking number, it's your responsibility to pass it along to your customer.

Finger Puppets Inc. will charge the credit card on file within 24 – 48 hours after drop ship services are rendered.

Returns:

Finger Puppets Inc. has restrictions on what can and can't be returned. Please see our return policy: <https://www.fingerpuppetsinc.com/pages/return-policy>

Make sure you clearly communicate (both before the purchase AND before accepting the return from the customer) that it meets these criteria.

All returns must have a RA (Return Authorization) number.

Finger Puppets Inc. will issue you a RA:
To Request an RA number:

Customer Service
1.800.941.3203 x 310
orders@fingerpuppetsinc.com

This unique number will identify the return in our system. Once received, simply pass along this RA number along with the address of the warehouse to your customer.

We will gladly return/exchange orders with RA # within 30 days of purchase. Shipping charges will apply once we process your exchange. **Original shipping charges are non-refundable.** If merchandise is damaged, please instruct your customer to contact you ASAP so we may initiate a UPS claim. You have 5 days, from the receipt of the merchandise, to contact us. We will refuse any return/ exchange packages without an RA# **clearly marked on the outside of the box / mailer.** Please have all merchandise shipped in the original manufacturers packaging and condition.