



**UPDATED: 1 AUG 2023**

Hello!

We are so excited about you joining the Wild Life wholesale family! Thank you for choosing us as your partner for all your wholesale needs. We are delighted to have you on board, and we can't wait to embark on this journey together. Here are the brief terms and conditions we have.

## 1. Minimum Order Value

For first-time customers of Wild Life Outdoor Adventures, the minimum order value is \$250.

## 2. How to place order

**Submit your order via our wholesale site** You must be a registered user to view this site. If you have not yet registered, please go to the website and click "Create your wholesale account". Follow the prompts and submit your information, if you meet the criteria, you will be automatically approved. Once approved you will be redirected to the wholesale order site where you can place an order online for immediate shipment.

**You can also place an order by calling our customer service team toll-free +1 888-564-3546.**

Please have an order form or the website available when calling so that you can reference item numbers.

## 3. MSRP

Products or goods purchased from Wild Life shall only be sold at the manufacturer's suggested retail price (MSRP). In the event the Wholesale Account chooses to place the products or goods for sale at a discount, the Wholesale Account shall not discount the products more than 15% below MSRP. Permission for special sale events beyond the 15% discount by the Wholesale Account must be requested in writing and will typically be granted once per year.

## 4. Wholesale Pricing

All prices are listed in US or CAD dollars. Our shop is located in Alberta, Canada and transactions will be processed in CAD. If you want to place an order and have it processed in USD you may place an order through our partner, Faire. Prices are subject to change without notice.





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## 5. Returns

Returns must be requested within 7 days of delivery date quoting invoice number and reasons. No returns are acceptable without Wild Life Outdoor Adventures prior approval and delivery instructions for transport. Shipping will be charged. The product must be returned in a reasonable condition in which it can be resold (unopened and undamaged). The buyer may be subject to a damage fee of up to 10% of the total return. Please email us with details of the product prior to returning it.

## 6. Payments

Wild Life Adventures Ltd. accepts credit card (MasterCard, Visa, Discover, and American Express) and EFT payments. All credit card payments currently do not incur a merchant fee. If paying via EFT, please contact us for banking deposit information.

## 7. Payment Terms

Payment is due on receipt, however, customers may request payment terms and conditions.

## 8. Shipping Terms

Shipping is not included in the cost of the products. Shipping terms are EXW.

Total Order Value	Shipping Rate Calculation
\$250 - 350	10% of Total Order
\$351 - 500	7% of Total Order
\$501 - 2000	5% of Total Order
\$2001+	\$125 Flat Rate

We ship using Canada Post/USPS, UPS, FedEx. We will always choose at our discretion but always try to ensure the most economical shipping rates. We are happy to ship using a designated shipping account and preferred shipping method at the expense of the buyer.



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## 9. Damages and Defects

Please inspect all shipments immediately upon arrival. Please contact Wild Life Outdoor Adventures **within 5 days** of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise. Returned merchandise will not be accepted if it is held for more than 15 days after receipt.

## 10. Delivery Window

Please allow at least 10-14 days from the time of your order for completion of items. Larger orders may require more time; please contact me for information about availability.

For large orders, we may require up to 90 days lead time for any item quantities over 200. For re-orders, lead times are as follows:

< 200 units is 15 days; < 500 units is 60 days; > 500 units is 90 days.

## Questions? Ideas? We'd love to hear from you:



**888-564-3546**



**SUPPORT@JOINTHEWILDLIFE.CA**