

## **AUNT JENI'S HOME MADE WHOLESALE ACCOUNT POLICIES**

### **MINIMUM ORDER**

#### **FROZEN ITEMS:**

PALLET ORDER: 600 lbs of product

UPS ORDER (Must be within 2 days via Ground Service from our zip 20748):

One cooler of 3 cases, which may be filled as follows:

- 12 1-lb containers per case
- 3 5-lb containers per case
- 3 bags of Raw Meaty Bones per case

#### **NON-PERISHABLE ITEMS:**

- \$100 minimum order for all combined Non-Perishable Items to get wholesale pricing
- Orders <\$100 will be billed at retail prices

### **LEAD TIME**

#### **FROZEN ITEMS:**

PALLET ORDER: Approx 2 weeks

- Cut off time: Orders must be received by us by 5 pm Friday. If you order on Monday, your order may not ship out that same week. It is safer to get it in on Friday instead of waiting for Monday.
- Outgoing pallet is picked up from us the following Friday
- Delivery to you is the following week (which day depends on your area)

UPS ORDER: Approximately 2 days—see below

- Shipping days are Mon, Tues, Wed each week exclusive of UPS holidays
- Orders received prior to 12:00 noon M-W will ship the same day
- Orders received after 12:00 noon will ship the next shipping day (i.e. if you order on Thursday the order will not ship until the following Monday)

#### **NON-PERISHABLE ITEMS (TREATS OR SUPPLEMENTS):**

- All orders ship subject to availability; we normally have full stock on all items
- Orders received prior to 12:00 noon will ship the same day
- Orders received after 12:00 noon will ship the next day (M-F)

### **SHIPPING METHOD**

#### **FROZEN ITEMS:**

PALLET ORDER: Refrigerated transport—truck maintained at 0°F

UPS ORDER: UPS Ground using insulated coolers & dry ice

NON-PERISHABLE ITEMS (TREATS & SUPPLEMENTS): UPS Ground

### **SHIPPING COST**

#### **FROZEN ITEMS:**

PALLET ORDER:

- Shipping charges depend on order weight and destination; typically \$150-300
- In some cases an “inside delivery” fee may apply, usually \$100

UPS ORDER:

- Actual UPS shipping charges apply

#### **NON-PERISHABLE ITEMS (TREATS OR SUPPLEMENTS):**

- Actual UPS charges applied to orders up to \$299
- Free shipping on orders > \$300
- If any of your items are backordered, we will ship them at our expense as soon as they become available

**GUARANTEES**

- We do not offer a satisfaction or money back guarantee on any of our products.
- We will not reimburse you for items a customer returns to your store because their pet “didn’t like” it or “wouldn’t eat” it or their vet “said not to use” it.
- We happily provide education and support to assist customers in using our products properly, effectively and successfully.

**RETURNS**

**FROZEN ITEMS:**

- Due to their perishable nature, we cannot accept returns on frozen products.
- All Frozen Product sales are final.
- If a bag is torn or damaged in transit, we will give you a credit on your next order. You must complete the Damaged/Return Product form so that your credit can be properly applied to your account.

**NON-PERISHABLE ITEMS:**

- If a product is defective or damaged in some way, you must complete our Return Product Form.
- Products deemed defective (after the review process) will be credited.
- No products may be returned without Return Authorization. A restocking fee may apply.

**RESTRICTIONS**

All wholesale accounts must have a state resale license number on file with us.

**FROZEN ITEMS**

**PALLET ORDER:** Loading dock preferred; extra fee for “inside delivery”  
May not mix/match food or RMB cases; whole cases only

**UPS ORDER:** Must be within 2 days via Ground Service from our zip 20748  
May not mix/match food or RMB cases; whole cases only

**DISCOUNTS**

**FROZEN ITEMS:** Orders over 1200 lbs. receive an additional 10% off; additional shipping may apply

**NON-PERISHABLE ITEMS:** 10% discount on whole cases (12 “each”) of any supplement; free shipping on orders >\$300

**PAYMENT INFORMATION**

Payment must be secured before your order can ship out. The following options are available:

- Credit Card: proper card holder name, billing address and security code must be provided
- Check: Order ships after check is received
- Electronic Check (Debit): requires your Routing & Account numbers and bank name

You may request our credit application and apply for extended credit terms after you have established a good payment history.

***My signature below indicates I have read, accepted and agreed to all of the terms stated on this policy. I certify that I am authorized to sign on behalf of***

\_\_\_\_\_ **(store/business name)**

Printed name: \_\_\_\_\_

Signature: \_\_\_\_\_

State Sales Tax Exemption #:

Date: \_\_\_\_\_

\_\_\_\_\_

*Please return to Aunt Jeni’s Home Made by fax (301-702-1508) by email to: sales@auntjeni.com or by mail: AJHM, PO Box 124, Temple Hills, MD 20757*