



## Wholesale Terms and Conditions

We're excited to share our products with new retailer partners. Here's what you need to know.

### How To Apply

We just need a few basic details. Please fill out our application form [MokaOrigins.com/Apply](https://MokaOrigins.com/Apply)

### Wholesale Pricing

Once you've completed the application form we'll get in touch with pricing information pertaining to your interests.

### Three Ways To Order & Pay

1. Communicate your orders through your sales rep. Who will reach out to you once you have completed your wholesale application form.
2. Alternatively, you can simply email your order to [Orders@MokaOrigins.com](mailto:Orders@MokaOrigins.com). You'll receive an email invoice that same day which you can pay using a credit card.  
\*Please note your order will be shipped only after payment is made.
3. **Net 30 Credit:** If you would like to apply to have credit with us, email your orders to [Orders@MokaOrigins.com](mailto:Orders@MokaOrigins.com). You will receive an invoice with your products and invoice due date, which you can pay by check or credit card through a payable link.

- a. Make check payable to Moka Origins and send to:

Moka Origins  
Attn: Accounting  
952 Bethany Turnpike  
Honesdale PA 18431

### **Shipping and Delivery**

- We ship orders within 5 business days of receiving your order.
- Contiguous United States: We offer free shipping on orders of \$500 or more.
- Other US States/Territories: No Free Shipping
- We ship using FedEx and USPS
- Local delivery: Free delivery within 25 miles from Honesdale. (Delivery charge of \$2 per mile over 25 miles beyond Moka Origins)

### **Case Quantity**

Our 12oz coffees and chocolate bars are packaged and sold in cases of 12 units per case. Our 5lb bulk-bags of coffee can be ordered individually.

### **Mixed Cases**

We will sell mixed cases if desired. Just let us know what you'd like in your mixed case.

### **Minimum Order Quantity**

Our MOQ is two cases for the first order.

### **Resale Tax ID**

We require your resale tax ID upon setting up your account.

### **Nature of Handmade Products**

All of our products are handmade. Due to the nature of our production method, each product may vary slightly.

### **Displaying and Storing chocolate**

Bad things can happen to good chocolate. Here are a few recommendations to avoid melting and subsequently "blooming" (the separation of cocoa butter from cocoa solids)

1. Store in a dry, cool place.
2. Keep it away from strong scented odors or foods, as cocoa butter can easily absorb these flavors.
3. Keep out of direct sunlight. Chocolate will begin to melt at 84 degrees and direct sunlight will easily cause this to happen.
4. For mid to long-term storage (3 to 8 months) we suggest a storage temperature of 55 to 65 degrees.
5. Never freeze chocolate.

6. Customers are responsible for the proper handling and care of purchased products under agreement of Wholesale Terms and Conditions.

**Damages / Defects**

Please inspect all shipments immediately upon arrival. Contact Moka Origins at [Orders@MokaOrigins.com](mailto:Orders@MokaOrigins.com) within 5 days of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise. Damaged merchandise will not be accepted if it is held for more than 5 days after receipt.

**Returns / Exchanges**

Wholesale merchandise may not be returned or exchanged. We only accept returns in the case of defective merchandise as noted above.

*Thank you. We greatly appreciate your business.  
The Moka Origins Team*