# Sakura Toyland, Inc.



### **ACKNOWLEDGEMENT TERMS AND CONDITIONS**

By signing this form, you acknowledge that you have read, understand and accept Sakura Toyland, Inc. 's and its subsidiaries Terms and Conditions. Please be advised no orders will ship without a signed Acknowledgement Terms and Conditions. Terms and conditions can be updated at any time without prior notice.

## **WHOLESALE PURCHASING TOYS:**

- Toy orders cannot be ordered directly online they must be emailed to sales@sakuratoyland.com
- Please provide your PO with the catalog name, item #, and qty needed by the CASE.
- We will check your orders for availability and invoice you for what is available from the vendor.
- We will advise if your items are in stock at our warehouse or if they have to be pre-ordered from the Vendor, in which you are agreeing you will be making a payment and will wait for delivery of the products when they arrive at our warehouse for shipping. No expected ETA date is guaranteed.
- Minimum orders will differ depending on the catalogs, each catalog has its own minimum order amount, independent of each other. Minimums can be found under each catalog Logo name online.
- There is no ETA for toys, as we do not carry most inventory and all orders are placed at the time we receive your orders. We usually try to fulfill your orders as quickly as possible, but cannot guarantee ETA.
- Shipping is not included for toy orders. We will invoice you for shipping when your order is ready to ship. Please note we will also include (if any) applicable taxes. If your company is exempt from taxes please make sure you have sent us your most current Reseller Certificate.
- Images online are subject to change and products with assortment images are also subject to change and not guaranteed.

## **WHOLESALE PURCHASING PARTY SUPPLIES:**

- Party supply orders can be placed directly online, minimum order requirement is \$700 this includes free domestic shipping\*.
- Prices online for party supplies are by the piece. Minimum order quantities are listed in the product description; please make sure to order in complete case packs.
- ETA for party orders is usually 7-10 business days from the date payment is received, subject to change.
- Images online are subject to change and products with assortment images are also subject to change.

<sup>\*</sup>Piñatas are not included in free shipping.

## **ACCEPTED PAYMENT METHODS:**

- Cashier's Check (mailed in)
- E-check 1% fee
- Wire Transfers (please email us for further instructions, \$45 fee)
- Credit Card (subject to fee of 3%, international fee 5% applies to toy orders only)
- Bank Deposit through Pay by Zelle (no fee)
- PayPal (subject to fee of 3% domestic and 5% international, applies to toy orders only)

#### **STOCK AND INVENTORY PRICING:**

- We reserve the right to change case pack quantities without notice.
- Prices are subject to change without notice.
- Stock is subject to change without notice due to daily incoming orders.
- Merchandise that is not allocated at our warehouse will be placed on backorder subject to cancellation and/or upon request.

### **SHIPPING and HANDLING FEES:**

- Please be advised shipping can take anywhere from 7-10 business days for party supply orders
  depending on the order size and availability unless specified otherwise. Smaller orders if in stock will
  be shipped sooner.
- Toys do not have ETA unless specified otherwise. We always try to ship your orders as quickly as
  possible, but there are no guarantees on toy orders, unless we have these items in stock at our
  warehouse.
- We charge a \$10 Handling fee for every order and independent of the catalog. This fee is
   Non-Refundable even if the order is not fulfilled or shipped.
- We offer **FREE SHIPPING** to the local freight forwarders in the Miami, FL area only. We will advise if you fall within our free delivery limits.
- Shipping fees are applicable to any other areas outside of Miami or limits thereof and are based on weight and/or volume of packages.
- We will use the best and most economical shipping methods in the customer's best interest.
- If the customer has any account with Fed-Ex, UPS, DHL, they can provide it to us and we will ship per customer's request.
- Shipping will be done from our warehouse located at: 1716 N.W. 82nd Avenue, Miami, FL 33126.
- We will email you to confirm the shipping address once your order or part of your order is ready to ship, after the (3) email request if no response is received then orders will be shipped to the registered address on file using the credit card on file.
- Orders that cannot be shipped due to non-payment of shipping fees and/or email request are not responded to, will be canceled and will be non-refundable after (10) business days.
- A customer may request to hold the order at the warehouse no more than **10 business days**. After this time customers must arrange for orders to be shipped and the above shipping terms apply.

## **RETURNS/REFUNDS/CANCELLATIONS:**

- All sales are **FINAL** unless specified herein:
- Individual items on orders that cannot be fulfilled by us within 30 business days can be requested to be
  canceled but will still need to be approved for cancellation. If approved the order will be refunded
  back to the customer's original form of payment minus the handling fee charge and any payment fee
  charge if applicable.
- Orders that are ordered to third party vendors cannot be canceled once the vendor confirms the order has shipped and/or the products have been allocated.
- Damaged items need to be reported within **3 days** of receiving merchandise and must be accompanied by a freight bill recording the damaged product otherwise it will not be accepted. Please email us at sales@sakuratoyland.com for a return authorization. No exemptions.
- Shortages need to be reported within **3 days** of receipt of merchandise and must be accompanied by a freight bill otherwise it will not be accepted. Please email us at sales@sakuratoyland.com. No exemptions.
- Any credit card fees or PayPal fees, etc. are **non-refundable**.
- Handling Fee non-refundable.
- Shipping fees are non refundable once an item has been fulfilled on the order.
- Order invoices that have been submitted to Amazon by the customer for un-gating and then the order is canceled will incur a 20% cancellation fee.
- No warranty or guarantee on merchandise expressed or implied.
- Terms and Conditions are subject to be updated without prior notice. Our terms and conditions are made available to view on our website.

#### **ATTENTION AMAZON SELLERS:**

PLEASE MAKE SURE YOU ARE APPROVED TO SELL THE ITEMS YOU ARE PURCHASING BEFORE PLACING YOUR ORDERS, WE ARE NOT RESPONSIBLE FOR ITEMS THAT YOU ARE NOT AUTHORIZED TO SELL.

THESE ORDERS ARE CONSIDERED FINAL SALES AND CANNOT BE CANCELED. Orders requested to be canceled will be subject to a 20% cancellation fee.

| Customer/Contact Name: |            |
|------------------------|------------|
|                        |            |
| Company Name:          |            |
|                        |            |
| Company Address:       |            |
| company Address.       |            |
| Fmail:                 | Telephone: |
| Email:                 | relephone  |
| Signature Owner/Buyer: |            |
| Signature Owner, buyer |            |
| Duty                   |            |
| Date:                  |            |