



## THERAPY THREADS WHOLESALE POLICIES

For questions or more information regarding wholesale, email [info@TherapyThreads.com](mailto:info@TherapyThreads.com).

**RETURN POLICY:** Therapy Threads offers a 100% manufacturer's guarantee. If there is a manufacturer's defect or damaged product, we accept return or exchanges within five (5) days of order delivery. There is a 15% restocking charge for all returned orders that do not fall under the manufacturer's guarantee.

Please note that our products are offered at wholesale cost to retailers with a valid sales permit ID for the purpose of resale only. Generally, our wholesale products are priced 50% or more below our MSRP. Due to the immense savings, we have certain criteria that must be met in order to open a wholesale account:

- You must complete a wholesale account application, providing your EIN, and Sales & Use Tax ID.
- Your store must meet the standards of the Therapy Threads brand and not dilute the image we promise to uphold for our wholesale family.
- Accounts will be reviewed annually. We reserve the right to cancel an account if Therapy Threads' goods are not being well maintained, stocked in suitable temperatures, displayed well, kept in good hygiene (sample/tester products refreshed/replaced as needed) or if the account changes ownership.
- Duplication or adulteration of products or packaging or falsely representing products as your own is strictly prohibited. Products can only be sold at a physical location provided to Therapy Threads at the time of order, and products must be sold under and by the company whose TAX ID number is on file.

- Products cannot be sold at temporary locations not previously approved by Therapy Threads (such as art & craft festivals).
- Therapy Threads products cannot be sold at consignment shops, second-hand stores, or stores that contain previously owned products (without prior approval). We reserve the right to limit or discontinue the selling of our products to parties with sales and distribution strategies not compatible with those of Therapy Threads.

**Order Fulfillment:** Fulfillment can take 2-8 weeks depending upon stock levels, and therefore all wholesale clients are asked to plan accordingly. If all products in your order are in stock and ready, you should receive your order within 2 weeks. Back-ordered items can take 6-8 weeks to arrive. Please specify if you would like items to be sent as they are ready or held until the order is able to be shipped in full. Additional shipping fees may apply. Custom or large quantity orders can take anywhere from 6-12 weeks depending on the order size and complexity. Please email to inquire about current stock levels and estimated shipping date.

**Shipping & Handling:** Shipping to the contiguous US states only at this time (please inquire if you're outside the US). The shipping charges quoted in your order are based on the total weight of the products chosen via USPS First-Class Mail. All orders will have Tracking Information available. Orders shipped will require mandatory insurance based on the wholesale value of the order (more than \$100). If you would like us to use your UPS or FedEx shipping account, please contact us and include all necessary acct info. Insurance is required on all international orders (when available). Therapy Threads reserves the right to refuse any order felt to be fraudulent. No orders will be shipped COD.

**Wholesale Payments:** Orders must be paid for in full in U.S. currency prior to shipment. At this time, we do not offer payment terms (Net 30, 60, 90, etc). We accept all major credit cards including AMEX, checks (with a 10-day hold for processing), cashier's checks, and US money orders. Any fees associated with the money transfer must be covered in the amount sent. Returned checks due to insufficient funds will be charged a \$50 fee.

**Wholesale Returns & Restocking Fees:** We stand behind our products and want to maintain a great relationship with our retailers. After all, you're family. All retail orders come with a 5-day money back guarantee per manufacturer's warranty. Items must be in resalable condition, in the original

(undamaged) packaging, and include any provided accessories (such as starter essential oil kits or Aroma-pads), brand signage, and any applicable provided displays. Simply return the merchandise with the original invoice and a note stating your reason for return and we'll gladly refund your purchase price. Shipping & handling charges are not refundable, and a 15% re-stocking fee will be deducted from the refund if your return isn't covered by the manufacturer's warranty.

**Lost, Incorrect or Damaged Goods:** If your merchandise is damaged or incorrect upon arrival, save all contents and packing materials and contact us within 3 business days after its arrival. Shipments that arrive in damaged condition will be replaced only after the damaged merchandise has been returned to Therapy Threads within 10 days of receipt for inspection. Shipments that have been determined to be lost, after thoroughly researching the package through delivery confirmation tracking, will be replaced. For both circumstances, a monetary refund will not be given unless applicable to the manufacturer's warranty.

**Canceling/Changing Your Order:** Due to our size and efficient fulfillment, we move pretty quickly, so we cannot guarantee that your order can be canceled or altered after it has been placed. You may contact us as soon as possible to see if your order has already started to be processed. In the event that it has not, we will be more than happy to make changes to it within 24 hours.

**Display:** Therapy Threads aromatherapy products depend on an experiential display. We've gone to great lengths to ensure our packaging, signage, and display units clearly communicate the product benefit ensuring our products will be a top seller at your store. A key component to selling Therapy Threads aromatherapy products is to reapply essential oil to the sample/tester product on at least an every other day basis. It is your responsibility to maintain a clean environment and reapply oil as needed. Failure to maintain samples, display, and products can result in termination of your wholesale account. Display units are available for purchase.

**Privacy Policy:** We hate spam as much as you do, and will never share your information with anyone. It is for our eyes only. Subscription to our newsletter is not automatic and must be registered by you. The only automatic subscription is for our resellers who will be added to a reseller list to be notified of any important changes in policies, line sheets updates, and things of

similar important nature that directly affect your account and sales. Sensitive information entered online is encrypted and transmitted using SSL encryption technology.

**Minimum Advertised Price Policy (MAP):** The MAP policy applies to all Therapy Threads products. Our minimum advertised price for Therapy Threads products is 85% of the Suggested Retail Price (SRP), which is a 15% discount off of SRP. Resellers may offer products on promotion at a lower advertised discount only with written permission from Therapy Threads. The MAP policy may be adjusted by Therapy Threads at its sole discretion. The MAP policy applies only to advertised prices and does not apply to the price at which the products are actually sold or offered for sale to an individual customer within the reseller's retail location or over the phone. Therapy Threads resellers are free to sell MAP products at any price they choose. This MAP policy does not in any way limit the ability of any dealer to advertise generic phrases such as that they "have the lowest prices" or "will meet or beat any competitor's prices," or similar phrases so long as the price advertised or listed is not below the MAP. To protect our resellers from unfair competition and to maintain the brand's image, Therapy Threads will regularly review all reseller commerce sites and conduct in-depth web searches to ensure consistent adherence to this policy. In cases of violation of this MAP policy, resellers will be allowed 24 hours to bring all advertising into compliance. Warnings and written notices will not be provided. Failure to comply immediately will result in discontinued shipments and possible account termination. Therapy Threads reserves the right to cancel or limit the sale of its products to parties whose sales and distribution strategies are incompatible with those of Therapy Threads.

**Territory Limitations:** The sale or distribution of Therapy Threads products outside the United States or to a third party other than an end consumer is strictly prohibited unless specifically approved in writing by Therapy Threads. Therapy Threads reserves the right to cancel or limit the sale of its products to parties whose sales and distribution strategies are incompatible with those of Therapy Threads.

**Internet Retailer Requirements:** Resellers must have privacy and customer service policies, as well as overall business ethics that are compatible with those of Therapy Threads. It is crucial that the Therapy Threads family remain a reputable and trusted brand. All internet resellers must have a web address of their own to sell Therapy Threads products. You may not use a subdirectory

of another company's URL, such as an Amazon.com storefront. Additionally, you cannot sell products through any online auction site such as eBay. Therapy Threads products should be represented as part of a category of like products and should make up only a portion of the offerings sold online by the web retailer. Once approved, we will send product photography free of charge for use on your website in order to maintain a consistent presentation of the brand. All Therapy Threads material, including text from our website, ads, catalog, and other written documentation, may be used only with the express written consent of Therapy Threads. The presentation of the Therapy Threads line on your site must clearly differentiate from Therapy Threads company websites and must not confuse a "reasonable consumer". Therapy Threads will review your website prior to setting up an account and reserves the right to refuse sales at its discretion. Therapy Threads will also review your site periodically to ensure ongoing compliance with this policy.

**By placing a wholesale order, you are stating that you understand and adhere to all policies set forth by Therapy Threads.**