

# **Dropshipping Terms & Conditions**

This service is only available for business users.

## **Cut-off time for same day dispatch (where possible)**

All order files must be uploaded by 12pm (GMT) for dispatch on the same working day. Orders received after 12pm may be dispatched the next working day depending on volumes. During busy periods it's possible your orders will not be dispatched on the same working day however we expect this to be a rare occurrence.

You are responsible for the checking that the information uploaded is correct (item ordered, customer address, etc...). The dropshipping process is automated therefore after an order is paid it cannot be cancelled or amended in any way.

### **Returns**

We do not accept returns, all sales are final.

## Wrong item received

If we have dispatched an incorrect item to your customer we will require photographic proof of the item received. If approved we will issue you with a returns label to send the item back to us. Once received a replacement or refund will be issued as appropriate.

# Damaged item received

If your customer has received a damaged item we will require photographic proof of the damage. If approved we will issue you with a returns label to send the item back to us. Once received a replacement or refund will be issued as appropriate.

## Out of stock items

You have been provided with a data feed which is updated regularly so that you can have the most up to date stock numbers on your sales channels. You can integrate the data feed to your website or stock control system (the company providing your stock control software can do this for you or you may need to hire a developer) or you can manually update your stock levels as required. **We recommend integrating the data feed for more accurate stock control.** At times it may be possible that an item will go out of stock, in this case we will cancel the order and notify you. Any payment you have made will be added as a credit to your account and used against your next order.

## **Shipping**

### UK

You can select from 3 shipping methods for your UK dropship orders: **Tracked 24, Tracked 48** or **Courier Next Working Day delivery**. We will always try to ship your parcels using your selected shipping method however if this is not possible we will select an appropriate alternative to ensure your customer receives their order on time.

# **USA & Canada:**

We will ship your order on the best available service. Generally this will be a Royal Mail Tracked International service.

### **Customs charges and taxes:**

Any customs charges or taxes payable will be the responsibility of either you or your customer. ek Wholesale will not be held liable.



## **Tracking information**

Tracking information will be emailed to your registered email address at the time of dispatch.

### **Invoice**

A copy of the invoice will be emailed to your billing email address for your records.

### **Parcel Documentation**

A returns slip with your business name and contact email address will be put inside the parcel should the customer wish to contact you for any reason. No other documentation is included inside the parcels.

# Paying for your orders:

Stock for your order is only reserved after payment has been received. Therefore it's important that you make payment promptly after uploading your order to avoid items going out of stock.

# Lost or delayed parcels

If your parcel is lost by the courier you can email <a href="sales@ekwholesale.co.uk">sales@ekwholesale.co.uk</a> to request a claim form. Please bear in mind that the claims process is managed by the courier and their decision is final. You may find yourself in a situation where the claim is rejected by the courier or still being processed but you will have to compensate your customer. If any claim is approved your account will be credited with the amount of compensation issued by the courier.

"ek Wholesale Ltd" will not be held liable for any claims relating to lost or delayed parcels.

We may at any time withdraw your dropshipping account without prior notice by email or by letter. Reasons for withdrawing an account may include but are not limited to unpaid invoices, low order volumes or breach of our terms and conditions.

You can view a full list of our terms and conditions at: https://ekwholesale.co.uk/pages/terms-conditions