

SPICEWALLA

RETAILER POLICIES

SHIPPING

We typically ship via USPS, and will select the most cost effective freight option when possible.

ORDERING SPICEWALLA

Interested in getting Spicewalla in your retail space? Head over to spicewalla.faire.com to shop our preferred online wholesale ordering platform. Faire offers quick and easy online ordering, Net-60 terms, and additional benefits if you are a new customer. Faire carries the complete Spicewalla wholesale assortment and matches our retailer policies for order minimums, case pack sizes, and pricing.

Wholesale orders may also be submitted by email to orders@spicewallabrand.com. Upon receipt of your order, we will provide a quote and estimated ship date for your spices.

INVOICING & PAYMENT

Opening orders must be paid prior to shipment by credit card or ACH payment. Paperwork for both is provided upon account setup. Payment for reorders is due upon receipt, payment methods include credit card, ACH or check. Application for credit terms is provided upon request, we offer Net 30 for qualifying customers in business more than 1 year.

PRICING

MAP Policy

We believe in the value of our products and set our MSRP to protect our brand and support you. Our minimum advertised price (MAP) is 25% off our MSRP. By signing up as a retailer, you agree not to advertise prices lower than 25% off MSRP on any selling platform, including brick/mortar and online. Retailers who fail to comply will be issued one warning. If pricing is not corrected within 48 hours, a hold will be placed on your account until pricing is corrected.

Price Updates: We reserve the right to update our prices at any time, although we work hard to maintain competitive pricing for our customers and to make price increases only when necessary. Retailer price lists can be requested by email from sales@spicewallabrand.com

Third-Party Reselling

Reselling of Spicewalla products on third-party reseller platforms such as Amazon, Walmart.com, and others is strictly prohibited. Retailers who fail to comply will be issued one warning. If items are not removed from third-party selling platforms within 48 hours, a hold will be placed on your account.

Feedback

Our team is always looking for feedback on ways that we can better support your business. We'd love the opportunity to hear from you. Please feel free to reach out to us at any time. We are here to help. Customercare@spicewallabrand.com.

ORDER MINIMUMS & CASE PACKS:

New orders: \$200

Re-orders: \$100

All items are sold in a Case Pack of 6 units per item.

Wholesale orders are required to be in full case pack multiples.

ORDER DISCREPANCIES AND DAMAGES

Upon receipt, please examine the contents of your package to ensure that they are correct and complete. If any items are missing or damaged, please let us know within 5 business days after receipt by emailing us at: orders@spicewallabrand.com.

ORDER TURN-AROUND TIME

Turnaround time may vary due to our production schedule and the made-to-order nature of our spices. While we strive to ship your order as quickly as possible, please plan for at least 5-7 business days from receipt to shipment.