

Independent Retailer

Terms and Conditions

Last Updated: 05/31/2022

New Accounts

- Payment in advance (PIA) is required for all new accounts on the first order. We accept checks, Visa, Master Card, Discover, and American Express. We offer a 2% PIA discount to all orders placed online through the retailer toolkit. The 2% discount will automatically be applied to your order total when you are paying by credit card at the time of placing your order online.
- Prospective wholesalers must provide a **reseller's permit/license number** for our records.
- Order minimums: All order minimums are \$250 which includes a free marketing kit.
- We give our retailers top notch customer service and free advertising on our website (www.tenbythree.org).

Payment Terms

Initial orders require PIA. After your initial order, you may request Net-10 terms, but we will need a credit reference for your retail business. After you have placed orders totaling \$3,000 with us, you may request Net-30 billing terms.

Pricing

All prices shown on the online toolkit and in the catalog are wholesale prices and are subject to change.

Rush Processing

If you wish to place a rush on your order, please understand that there will be a fee of \$25 added to your order. If you wish to expedite the shipment of your order, please refer to the "Shipping" section.

Shipping

All shipping costs are built into our wholesale prices and you will not be charged any additional fees for shipping if the minimum order amount is reached. Orders are shipped within 5-7 business days. You are responsible for insurance (if desired), and any other special handling charges, unless previously negotiated directly with Ten by Three will not ship wholesale orders to a residential address. You must provide a shipping address that can accept freight. We reserve the right to pass on any additional charges incurred if a residential address is used for shipping. If you wish to expedite your shipment, you will be responsible for any additional shipping costs incurred in order to do so.

Damages and Shortages

Please report damages and shortages within 48 hours of receipt of goods. If the cartons are delivered damaged, opened or re-taped, you must file a claim with the carrier at the time of delivery. If you have a shortage or if there is an error in your shipment, contact us immediately and we will work to resolve the matter as quickly as possible.



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Returned Checks

Returned checks will be charged a \$30.00 penalty.

Exchanges

Exchanges are gladly accepted within 45 days of the original invoice date. Exchanges are only allowed for the same product item number. Ten by Three will gladly pay for and provide a shipping return label during this time. Exchanges are not allowed after 45 days.

Returns

Returns will be gladly accepted within 45 days of the original invoice date. During this time, Ten by Three will pay for and provide a return shipping label. Refunds will be issued via original payment method within 10 business days of receiving the returned product. Returns are subject to a restocking fee.

Promotion on Website

One of the advantages of partnering with Ten by Three merchandise is being included on our website. Please provide your logo, website (if applicable), and store hours when you place your initial order.

