

**AUNT JENI'S HOME MADE
WHOLESALE ACCOUNT POLICIES 2018**

MINIMUM ORDER

FROZEN ITEMS:

PALLET ORDER: 600 lbs of product

UPS ORDER (Must be within 2 days via Ground Service from our zip 20748):

One cooler, which may be filled as follows:

- 48 1-lb containers OR
- 12 5-lb containers OR
- 15 bags of Raw Meaty Bones

NON-PERISHABLE ITEMS:

- \$100 minimum order for all combined Non-Perishable Items to get wholesale pricing
- Orders <\$100 will be billed at retail prices

LEAD TIME

FROZEN ITEMS:

PALLET ORDER: Approx 2 weeks

- Cut off time: Orders must be received by us by 5 pm Friday. If you order on Monday, your order may not ship out that same week. It is safer to get it in on Friday instead of waiting for Monday.
- Outgoing pallet is picked up from us the following Friday
- Delivery to you is the following week (which day depends on your area)

UPS ORDER: Approximately 2 days—see below

- Shipping days are Mon, Tues, Wed each week exclusive of UPS holidays
- Orders received prior to 12:00 noon M-W will ship the same day
- Orders received after 12:00 noon will ship the next shipping day (i.e. if you order on Thursday the order will not ship until the following Monday)

NON-PERISHABLE ITEMS (TREATS OR SUPPLEMENTS):

- All orders ship subject to availability; we normally have full stock on all items
- Orders received prior to 12:00 noon will ship the same day
- Orders received after 12:00 noon will ship the next day (M-F)

SHIPPING METHOD

FROZEN ITEMS:

PALLET ORDER: Refrigerated transport—truck maintained at 0°F

UPS ORDER: UPS Ground using insulated coolers & dry ice

NON-PERISHABLE ITEMS (TREATS & SUPPLEMENTS): UPS Ground

SHIPPING COST

FROZEN ITEMS:

PALLET ORDER:

- Shipping charges of \$75-100 depending on order weight and destination
- In some cases an “inside delivery” fee may apply, usually \$75

UPS ORDER:

- Single Cooler: \$30 flat rate
- Two or more Coolers: \$25 flat rate per cooler

NON-PERISHABLE ITEMS (TREATS OR SUPPLEMENTS):

- Actual UPS charges applied to orders up to \$299
- Free shipping on orders > \$300
- If any of your items are backordered, we will ship them at our expense as soon as they become available

GUARANTEES

- We do not offer a satisfaction or money back guarantee on any of our products.
- We will not reimburse you for items a customer returns to your store because their pet “didn’t like” it or “wouldn’t eat” it or their vet “said not to use” it.
- We happily provide education and support to assist customers in using our products properly, effectively and successfully.

RETURNS

FROZEN ITEMS:

- Due to their perishable nature, we cannot accept returns on frozen products.
- All Frozen Product sales are final.
- If a bag is torn or damaged in transit, we will give you a credit on your next order. You must complete the Damaged/Return Product form so that your credit can be properly applied to your account.

NON-PERISHABLE ITEMS:

- If a product is defective or damaged in some way, you must complete our Return Product Form.
- Products deemed defective (after the review process) will be credited.
- No products may be returned without Return Authorization. A restocking fee may apply.

RESTRICTIONS

All wholesale accounts must have a state resale license number on file with us.

FROZEN ITEMS

PALLET ORDER: Loading dock preferred; extra fee for “inside delivery”

May not mix/match food or RMB cases; whole cases only

UPS ORDER: Must be within 2 days via Ground Service from our zip 20748

May not mix sizes of packages in the same cooler

DISCOUNTS

FROZEN ITEMS: Orders over 1200 lbs. receive an additional 10% off; additional shipping may apply

NON-PERISHABLE ITEMS: 10% discount on whole cases (12 “each”) of any supplement; free shipping on orders >\$300

PAYMENT INFORMATION

Payment must be secured before your order can ship out. The following options are available:

- Credit Card: proper card holder name, billing address and security code must be provided
- Check: Order ships after check is received
- Electronic Check (Debit): requires your Routing & Account numbers and bank name

You may request our credit application and apply for extended credit terms after you have established a good payment history.

My signature below indicates I have read, accepted and agreed to all of the terms stated on this policy. I certify that I am authorized to sign on behalf of

_____ (store/business name)

Printed name: _____

Signature: _____

State Sales Tax Exemption #:

Date: _____

Please return to Aunt Jeni’s Home Made by fax (301-702-1508) by email to: sales@auntjeni.com or by mail: AJHM, PO Box 124, Temple Hills, MD 20757