



1804 Sandhill Road

Orem, UT 84058

888-857-2127

[www.palmerwholesale.com](http://www.palmerwholesale.com)

## COMPANY POLICIES

### TERMS OF SERVICE

#### REQUIREMENTS TO OPEN AN ACCOUNT

1. Completed application and copy of a government document verifying your active business status emailed or faxed to us
2. All new accounts must pay by credit card. Payments are processed when the order is placed.

#### PAYMENT TERMS

1. NET 30 Terms are available upon invitation for customers with a retail store location who meet minimum order volumes and approved credit guidelines. (Usually after one year).
2. Accounts that fail to pay invoices on time will be moved to Pre-Pay only terms.
3. Product prices are subject to change without prior notice. Lack of such notice is not a basis for withholding invoice payment.

#### ORDER REQUIREMENTS AND PROCESSING

1. The individual order minimum is \$100. All orders less than \$100 must be placed on the Palmer Wholesale website. (NOTE: Palmer Wholesale is not responsible for mistakes made on orders placed by phone.)
2. Out-of-stock items: We will contact you the same day you order if any items on your order are not in stock. (Applies to phone and faxed orders only.)
3. Shortages: All shortages on an order must be reported within 2 business days of receiving the order.
4. No changes are allowed on an order that has been entered for processing.
5. INTERNATIONAL ORDERS: We do not ship orders to locations outside of the United States and Canada. Orders outside of these locations must have a freight forwarder in the United States as their initial shipping destination.
6. WILL CALL ORDERS: Must be placed at least 24 hours in advance. If you request to pick up in less than 24 hours, we will add a 5% rush order fee. Orders not picked up within 5 business days will be shipped or restocked at your expense.

#### REFUND POLICY

#### RETURN POLICY

1. All returned items MUST have a Return Merchandise Authorization (RMA) number that is issued by us, and which expires 30 days from the date of issue. Any items returned without an RMA, or with an expired RMA, will be rejected.
2. Defective items: End users or retail customers should contact the manufacturer of the item directly if it is defective. Most manufacturers will work directly with the customer to resolve the problem. Retail stores should NOT accept customer returns of defective items without prior approval from us. Retail stores must contact us by

phone or email if you receive a damaged or defective item from us. Instruct your customers to contact us directly if they have a damaged or defective product.

3. Customer/buyer's remorse: We only accept returns of merchandise that is new and in re-sellable condition. This means that all original color boxes, manuals and packaging must be included and be in like-new condition. Items that have been used or are otherwise not in re-sellable condition will not be refunded. Returns must be made within 60 days of the original purchase date, and the customer is responsible for all return shipping costs.
4. Customer did not receive what was ordered: If we sent the wrong item, contact us and we will take care of it. If you made the mistake, we will still exchange it for the correct item, but you are responsible for all shipping charges. The product must be in original condition.
5. Product does not meet the customer's expectations: Most manufacturers offer a satisfaction guarantee. If your customer is not satisfied with an item, have them call the customer service number listed in the owner's manual for the product. If needed, we can provide these phone numbers to you if you contact us. All satisfaction guarantees must be handled with the manufacturers.

### **LOST OR DAMAGED GOODS**

1. Our responsibility for a shipment ends when the carrier signs the Bill of Lading. If the goods are lost or damaged in transit, the delivering transportation company is required by law to make notation of losses or damage on your freight bill. If you sign the delivery paperwork without a notation about lost or damaged items, you are certifying that the shipment was received in good condition.
2. If in your opinion there may be concealed damage, the delivering transportation company is obligated to make an inspection after the goods are unpacked. The cartons in question should be opened as soon as possible, and they should be saved.
3. Transportation rates are set in proportion to liability for loss or damage. The carrier, and not the shipper, should be charged with any loss or damage, so the claim should be filed with the delivering transportation company. Sometimes lost items are found and delivered free.
4. Do not deduct any shortage or damage from your payment to Palmer Wholesale. We are willing to assist you in collecting claims for lost or damaged goods, but this does not make us responsible for actual collection of claims or replacement of products.

### **SHIPPING POLICY**

1. Once an order has been placed, it cannot be changed.
2. Most orders are shipped out within 1 business day. For same day shipping, orders must be placed by 1:00 p.m. Mountain Time.
3. Shipping charges: We only charge you the exact cost from the shipping carrier plus a \$1.00 handling fee. The \$1.00 handling fee does not apply to "\$100 Flat Rate" and "Free Freight" shipping options. If your company has established terms and you choose to defer payment to a date within terms, use discount code NET and discount code SHIP (all caps with no spaces) at checkout to defer payment within your terms. In addition, we can charge UPS shipping cost to your UPS account if you prefer.
4. Free shipping order minimums: \$2,000 within the 48 continental United States.
5. Shipping damages: Items that are damaged in shipment MUST be noted with the delivery carrier before you sign the delivery paperwork certifying acceptance. Then contact us for information about how the claim is to be handled. Do not deduct any shortage or damage amount from your payment to Palmer Wholesale. (NOTE: See the paragraph, "Lost or Damaged Goods" under "Refund Policy", or call us at 888-857-2127.)
6. Glass jars: These cannot be shipped via UPS or USPS. They can only be shipped as part of an order that qualifies for truck freight, or for local pick up.
7. Pallet orders (truck freight): Customers are responsible for any lift gate charges and redelivery fees.

**OTHER ORDER CATEGORIES:** See paragraphs 5, 6 and 7 under ORDER REQUIREMENTS AND PROCESSING above.

**If you have any questions about the above information, feel free to contact us at 888-857-2127.**

# New Customer Application

Fax, email or mail completed form to:



1804 Sandhill Road, Orem, Utah 84058

Phone and Fax: 888-857-2127

8:00am to 4:30pm MST

Email: orders@palmerwholesale.com

We sell products via: (check all that apply)

- Physical store  
 Online store # of stores: \_\_\_\_\_  
 Drop Ship

Application must be legible and completed in full. Illegible or incomplete applications will be rejected.

email address for invoices	To receive product updates, choose one: <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> Email	email address for updates (if different from email address for invoices)
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## Company Information

Legal Business Name			DBA or Trade Name		
SHIP TO ADDRESS (NO PO BOXES)			BILLING ADDRESS (if different from ship to address)		
Address Line 2			Address Line 2		
City	State / Province	Zip / Postal Code	City	State / Province	Zip / Postal Code
Phone	Country		Phone	Country	
Fax	Is This A Residence? <input type="checkbox"/> Yes <input type="checkbox"/> No		Fax	Is This A Residence? <input type="checkbox"/> Yes <input type="checkbox"/> No	
List all company websites:					

## Type of Business

Business Entity <input type="checkbox"/> SOLE PROPRIETORSHIP <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> CORPORATION <input type="checkbox"/> OTHER (LLC, Etc.)		
SSN# (Sole Proprietors):	E.I.N. #:	STATE RESELLER TAX ID # (*must include copy of document with this form)

## Owners & Principals

Name	Title	Name	Title		
Address		Address			
City	State	Zip	City	State	Zip
Email address			Email Address		

## People authorized to place orders

Name	Phone	Email address
Name	Phone	Email address
Name	Phone	Email address

\*You must include a copy of your state reseller tax ID certificate or business license with this form.

\* All new customers are required to pay by credit card.

\* Please call and provide your credit card information when you fax or email your application.

\* **By signing below, you acknowledge that you have read, understand and agree to the attached company policies.**

SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ DATE \_\_\_\_\_