



PALMER WHOLESALE COMPANY POLICIES

1804 Sandhill Road

Orem, UT 84058

888-857-2127

www.palmerwholesale.com

TERMS OF SERVICE

REQUIREMENTS TO OPEN AN ACCOUNT

1. Completed application and a copy of a government-issued document verifying your active business status must be submitted via email or fax.
 2. **All customers must operate a physical retail storefront open to the public.** Palmer Wholesale does not sell to online-only businesses, home-based businesses, or entities without a commercial retail location. Proof of a physical storefront may be required at any time.
 3. All new accounts must pay by credit card. Payments are processed when the order is placed on palmerwholesale.com.
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AUTHORIZED SALES CHANNEL POLICY

1. Products purchased from Palmer Wholesale are intended for resale **only within approved physical retail store locations.**
 2. The sale of Palmer Wholesale products on third-party marketplaces is strictly prohibited. This includes, but is not limited to, Amazon, Walmart Marketplace, eBay, Home Depot, and similar platforms.
 3. Businesses that operate both a physical retail store and a website may sell products on their own website; however, the primary business must be a physical retail storefront.
 4. Palmer Wholesale reserves the right to monitor sales channels and request verification of compliance at any time.
 5. Violation of this policy may result in immediate account termination, cancellation of pending orders, and refusal of future sales.
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PAYMENT TERMS

1. NET 30 Terms are available upon invitation for customers with a **verified physical retail store location** who meet minimum order volumes and approved credit guidelines (typically after one year of purchasing history).
 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.
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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 if any items on your order are not in stock (applies to phone and faxed orders only).
 3. Shortages: All shortages must be reported within 2 business days of receiving the order.
 4. No changes are allowed once an order has been entered for processing.
 5. **International Orders:** We do not ship outside the United States and Canada. Orders outside these locations must use a U.S.-based freight forwarder as the initial destination.
 6. **Will Call Orders:** Must be placed at least 24 hours in advance. Orders requested in less than 24 hours will incur a 5% rush fee. Orders not picked up within 5 business days will be shipped or restocked at the customer's expense.
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REFUND POLICY / RETURN POLICY

1. All returned items must have a Return Merchandise Authorization (RMA) number issued by Palmer Wholesale. RMAs expire 30 days from the date of issue. Returns without a valid RMA will be rejected.
 2. **Defective Items:**
End users or retail customers purchasing from approved physical store locations should contact the manufacturer directly. Most manufacturers will work directly with the customer to resolve issues. Retail stores should not accept returns of defective items without prior approval from Palmer Wholesale.
 3. **Customer / Buyer's Remorse:**
Returns are accepted only for merchandise that is new and in resellable condition, including original packaging, manuals, and boxes.
 - Returns must be made within 60 days
 - Customers are responsible for return shipping costs
 4. **Incorrect Items:**
 - If Palmer Wholesale made the error, we will resolve it at our expense
 - If the customer made the error, exchanges are allowed but shipping costs are the customer's responsibility
 5. **Product Satisfaction Issues:**
Most manufacturers offer satisfaction guarantees. Customers should contact the manufacturer directly using the information provided with the product.
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LOST OR DAMAGED GOODS

1. Palmer Wholesale's responsibility ends when the carrier signs the Bill of Lading.
 2. Any loss or damage must be noted with the carrier at the time of delivery. Signing without notation confirms receipt in good condition.
 3. Concealed damage should be reported immediately and inspected by the carrier. Retain all packaging.
 4. Claims must be filed with the carrier. Palmer Wholesale will assist but is not responsible for claim resolution.
 5. Do not deduct damaged or missing items from your payment to Palmer Wholesale.
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SHIPPING POLICY

1. Orders cannot be changed once placed.
 2. Most orders ship within 1 business day. Orders placed by 1:00 PM Mountain Time typically ship the same day.
 3. Shipping charges are billed at exact carrier cost plus a \$1.00 handling fee (excluding flat-rate and free freight orders). Customers with terms may use approved discount codes to defer payment within terms.
 4. Free shipping is available on orders over \$2,000 within the continental United States.
 5. Shipping damage must be noted with the carrier upon delivery and reported immediately.
 6. Glass jars cannot be shipped via UPS or USPS. They must ship via freight or be picked up locally.
 7. Pallet (freight) orders: Customers are responsible for lift gate fees and redelivery charges.
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OTHER ORDER CATEGORIES

See Order Requirements and Processing (Sections 5, 6, and 7).

CONTACT

If you have any questions regarding these policies, please 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

Requirements:

Must have a physical store

No 3rd party sellers allowed (Walmart, Amazon, Home Depot, Ebay, etc.)

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 _____