



## **Vendor Policies** for Retailers

### **Ordering**

Orders can be placed via phone, email, fax or by an established store ordering service (EDI). WishGarden has a minimum for free shipping set at \$135 and if not met a small flat rate of \$7.50 be added per order to help cover our costs. Orders are entered in daily until 11:30am (MST), Monday through Friday. Please note any orders received after 11:30 am (MST) will be forward dated one business day. We require an in-house processing time of 24-48 hours for an average order. Be sure to plan for the transit time of your package from Boulder, Colorado to your location. UPS does not ship or move packages over the weekend.

### **Shipping & Handling**

UPS is our carrier of choice and you can expect deliveries within 7 business days, including processing & transit time, to most locations within the continental US. Same-day "rush" order processing and shipping may be available and are subject to a \$20 surcharge. Shipments outside of the United States will be billed the full shipping charges.

### **Payment Terms**

We accept all major credit cards as well as checks and money orders. Payments must be received prior to shipment. If you are interested in obtaining account terms please ask for a Credit Application.

### **Pricing**

Please ask for our latest price lists and order forms. You will be provided with adequate notice before any price changes occur.

### **Special Orders**

If you have any special orders requested by your customers please add those on to your order. If your or a customer are interested in purchasing a bulk sized tincture (8oz, 16oz or 32oz) note that we do require more time to fulfill those as they are made to order.

### **In Gratitude**

We welcome the opportunity to move into the future with you as a part of the solution for a better, more sustainable world that nurtures the involvement in one's health and vitality. You can count on WishGarden for an ethical and value-directed business.

## RETURNS & CREDIT POLICY

The return considerations outlined in this section are offered as a courtesy. When returning product to WishGarden you will be provided with a call-tag/return label but will be subject to a 20% restocking fee unless WishGarden is in error. This includes refused deliveries or other situations where the delivery does not occur. Credit requests for customer returns are processed and a credit memo is emailed immediately upon completion when all necessary information is provided.

**Customer Returns** will be credited at net purchase price within 7 business days. As a producer of dietary supplements we are required by the FDA to document product-specific information on all customer returns. Product is eligible for credit when all of the required information is provided, as follows: product **VIN** or the **full description including Name, Style (dropper-top vs. pump-top) and Size, Lot# and Expiration Date**. We also appreciate the **Reason for Return**, if provided. Please note WishGarden does not accept floor-damaged items for credit.

**Mis-ships & Damaged Shipments** Please notify us within 10 days of arrival if there was an error with your order and corrective action will be taken immediately. Mis-ships will be credited at net purchase price within 7 business days of notification. If damages occurred during shipment please hold onto the package including all packaging materials as they were received for possible inspection by a UPS representative. You can discuss this with one of our Customer Service Representatives.

**Overstock** mis-orders can be returned to us upon requesting a call-tag/return label however a 20% restocking fee will be applied against net purchase price.

**Expired Product** credit requests are processed within 7 days on a case by case basis, and may be eligible for credit up to \$135.00 per year at net cost. Credit will only be granted for product that expired within the current and previous calendar years.

**Major Set Trade Outs** are available on a pre-approved basis, as requested through the WishGarden Sales Department.

## CONTACT US

If you have any questions please contact us directly and we'll be happy to help!

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