



Updated 2/16/12

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CHARM CO'S DROP SHIPPING APPLICATION **AGREEMENT/TERMS & CONDITIONS**

The drop shipping and the "no minimum" program is not intended to be a means of offering our products at discounted prices. Charm Co. believes the brand name and image of our products must be maintained for a mutually profitable relationship. Discounting and price promotions distract from the Charm Co. value and image, therefore we have adopted a policy which will not offer this program to retailers who do not follow all of the guidelines in our "terms & conditions".

New Accounts: New drop ship accounts are considered from January through August only. There is a minimum opening order of \$250 required to open an account with Charm Co. There are two ways to do this:
1. Place an order for a minimum of \$250 (shipping not included) to ship to your location.
2. Submit a \$250 (non-refundable) deposit to Charm Co. This will be applied to your account to be used for future orders.

Once you become a drop shipper we will provide you with a report/link that provides you with an up to the minute detail of all items that are available for drop ship along with dimensions and pricing. We do not send out notification of price changes and or discontinuations.

Drop Shipping Fees: \$10.00 per order

Payment: All drop ship orders must be pre-paid with a credit card unless your company has established payment terms with us. For your convenience we accept, Visa, Mastercard, American Express & Discover.

Minimum Order: There is no minimum "per order" purchase for drop ship orders once your account has been approved.

Shipping Fees: The shipping fee is determined by the size, weight and destination of each item. All our rockers are shipped in "oversized" boxes; you will need the dimensions to properly calculate the shipping rates. You can get shipping estimates at www.fedex.com, remember to enter the dimensions. We will not be responsible for miscalculations.

A \$25 fee will be charged for any orders that are deemed undeliverable due to insufficient or incorrect addresses and/or returned to our warehouse.

Placing Orders: All drop ship orders should be placed via our website: www.folandgroup.com. We are not responsible for shipping address mistakes.

Order Tracking: Tracking information will be sent to you via email to the address you provide us once the order has shipped.

Orders Shipped: All orders are shipped F.O.B. Ontario, California via FedEx ground delivery or other common carrier at our discretion. We will drop ship on your FedEx or UPS account number if you provide us with written authorization to do so. Orders will be shipped within the Continental U.S. only.

Order Processing: Orders are processed and shipped in the order they are received. Normally within 1 – 2 business days.

Packing Slips: The packing slip sent to your customer will not show any pricing information or our name.

Product Images: Images can be downloaded from our website.

MAP Pricing: In an effort to be fair and maximize sales for all our drop ship customers ***we require*** that you advertise our products on your website at the MAP or higher. We will allow you to offer sales promotions up to 4 times per year however they must be pre-approved and cannot exceed a 30 consecutive day period. ***If you do not comply with this request you will be discontinued from our drop ship program and your account may be closed.***

Returns: Return merchandise will not be accepted without a RETURN AUTHORIZATION NUMBER. You can obtain a RA # from our Customer Service Department at 888-882-4276. All returned non-defective merchandise must be in original purchase condition and in the original packaging. Do not write on the shipping carton. The RA# must be on each of the shipping labels. Returns will not be accepted after the 30 day period. We encourage you to have your customers test each product as soon as their shipment arrives.

Defective Items: If your customer receives an item that is defective, damaged or missing parts:
• Your customer should contact you immediately. You should contact Charm Company within five (5) days of your customers' receipt of the merchandise.
• Instruct your customer to save original box and packaging materials, we may require the item to be returned to our warehouse for inspection.
• A replacement item and/or parts will be sent or credit may be issued for the item.

I have read, understand and agree to all of the drop ship Terms and Conditions.

Signature: _____

Date: _____

Ph: _____

Print Name: _____

Co Name: _____



CHARM CO. DROP SHIP APPLICATION

(Application must be submitted with opening order or deposit)

Company Name: _____ Fed. Tax ID# / SSN #: _____

Contact Person: _____ Contact Email: _____

Street Address: _____ Phone: _____

City: _____ State: _____ Zip/Postal Code: _____

Phone: _____ Fax: _____

Website Address(s): <http://www.>_____ <http://www.>_____

BUSINESS INFORMATION:

Business Type: Individual, Partnership, Corporation, Other: _____

Years in Business: _____ #of Employees: _____

Store Type:
<input type="checkbox"/> Brick & Mortar
<input type="checkbox"/> Internet Only
<input type="checkbox"/> Both

Packing Slip Set –Up

Please indicate how you would like your packing slip to show:

- Your company name only
- Your company name & address – Please note: this is the “billing” address of your account.

Payment Set - Up

Credit card to keep on file for all drop ship orders:

Visa Master Card American Express

Credit Card # _____ Exp. Date: _____ Sec Code: _____

Name on Card (Please Print): _____

Credit Card Billing Address (Please Print): _____

I understand that my credit card will be charged and will be credited to my account for future orders

- Please charge my credit card listed above for the non-refundable deposit amount of \$250.

Signature: _____

Date: _____