

# Kristaben Wholesale Policies

233 Yorktown Street

Dallas, TX 75208

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

214-760-9796 Fax: 214-760-9744

[kristy@kristaben.com](mailto:kristy@kristaben.com)

## Orders, Backorders and Purchase Minimums

- Minimum opening order \$250, Minimum reorder \$50
- Minimum for Manufacturing price and private label work \$10,000
- Orders may be placed by phone, email, or fax.
- Opening orders must be accompanied by a tax id, business and billing addresses, phone number, type of business information, two business references and a working credit card.
- Backorder items are automatically processed if out of stock, unless otherwise instructed.
- Custom designed orders are subject to a 35% mark up.
- Due to fluctuation of fabric costs, prices are subject to change without notice.

## Payment

- Credit cards accepted include Visa, MasterCard, American Express, and Discover.
- New client orders **must be prepaid** by check or credit card.
- Orders will not be processed unless a check has been received or if a working credit card is not on file.
- No purchase orders will be processed if there is an outstanding balance remaining.
- Kristaben reserves the right to charge credit cards 50% upfront upon receipt of a purchase order and the remaining balance upon shipment.
- Kristaben does not accept C.O.D orders.
- Opening Net 30 credit terms with Kristaben is on a case-to-case basis. Net 30 privileges will be revoked after chronically late payments.

## Shipping

- Orders are F.O.B. Dallas, TX.
- Lead times can be up to two weeks for in stock items and 8-12 weeks for custom and/or out of stock items.
- Returned shipments will be charged shipping fees and a \$25 service fee.

## Cancellations, Exchanges, Returns and Refunds

- Cancel dates will be agreed upon during the time of order
- Cancellation of Purchase Orders **must be made within ten days** of placement date. Many Kristaben items are made-to-order, and therefore cancellations will be subject to a 25% restocking fee if cancelled after ten days of placement date and before any agreed upon cancellation date.
- Refund or return claims must be made by email or phone within 14 days of invoice date.
- A 25% restocking fee will be applied to authorized claims made after 14 days. **All returns and refunds must be authorized.**
- Only manufacturing defected or incorrectly delivered items may be returned and issued full refunds. Returns must be made within 30 days of invoice date.

## Sales Territories and Exclusive Rights

- Kristaben does not guarantee exclusive rights to retailers. **Exclusivity will be considered, but not guaranteed under any circumstances.** For those seeking exclusivity, a retailer must commit to agreed upon terms (two mile radius, \$x minimum purchase per 6-8 weeks, etc.), and the account must remain on good standing. Any breach will result in the termination of exclusive rights.