



Palmer Wholesale
1804 Sandhill Rd.
Orem, UT 84058
888-857-2127

COMPANY POLICIES

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. Credit card information via phone call to us.
3. **All applicants need to pay a \$20 account set up fee which will be credited back to your account after your first order.**

PAYMENT TERMS

1. We will keep your credit card on file and all of your orders will be charged to that card.
2. NET 30 Terms are available upon invitation for customers with a retail store location who meet order volumes and approved credit guidelines. (Usually after one year.)
3. NET 30 accounts that want to pay with a credit card will be charged a 4% credit card processing fee.
4. Accounts that fail to pay invoices on time will be moved to Pre Pay only terms.

ORDER REQUIREMENTS AND PROCESSING

1. **The individual order minimum is \$100**, except for drop ship orders. Free shipping levels depend on your location in the continental United States: See the map on the back cover of the current catalog. It is also on the main page of palmerwholesale.com. Click on the "Free Shipping Minimums" link on the top of the page to see the full map.
2. All orders less than \$100 will be subject to a \$5.00 fee if placed via the website; a \$10.00 fee will be added to such orders placed by fax, email or phone. (NOTE: Palmer Wholesale is not responsible for mistakes made on orders placed by phone.)
3. **Invoicing:** A copy of each invoice will be sent to the account holder.
4. **Out-of-stock items:** We will contact you the same day you order if any items on your order are not in stock.
5. **Shortages:** All shortages on an order must be reported within 2 business days of receiving the order.
6. **No changes are allowed on an order that has been processed.**
7. **INTERNATIONAL ORDERS:** Due to the extra time and documentation required, all international orders (those shipped outside the USA) will be charged a \$10.00 fee if they are less than \$100.00. **These orders must be placed through our website.**
8. **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.
9. **All drop ship orders must be placed through the Palmer Wholesale website. A \$1.00 processing and handling fee is added to each drop ship order.** Orders that are placed before 1:00 p.m. Mountain Time Monday through Friday will usually go out the same day. **Be sure to check currently available inventory before entering your order.** If an item is out of stock when the order is placed, we will ship the complete order when that item comes in.

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. Local delivery orders must be placed by 1:00 p.m. the day before the scheduled delivery day. (Usually Thursday.)
3. **Shipping charges:** We only charge you the exact cost from UPS or USPS. We can charge UPS shipping charges to your UPS account if you prefer. **NOTE:** The shipping charges shown in your shopping cart on our website are only an estimate. The actual cost may be lower or higher depending on the size and weight. Large items/orders are subject to oversize fees.
4. **Free shipping order minimums:** These are determined by your location, and they only apply to the 48 continental states, and to commercial addresses. See the dollar amounts on the back page of the current catalog. Watch for periodic special offers.
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 our website link, "Lost or Damaged Goods", for more information, or call us at 888-857-2127 if you have questions.)
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.

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 have a damaged or defective item. Do not instruct your customers to contact us directly without our prior approval.
3. **Customer Return Policy:** We only accept returns of merchandise that is new and in resellable condition. This means that all original color boxes, manuals and packaging must be in like-new condition. Items that have been used or are otherwise not in resellable condition will not be refunded. Returns must be made within 60 days of the original purchase date, and you are responsible for all return shipping and packaging costs.
4. **NOTE:** See our website link, "Shipping and Returns", for more information, or call us at 888-857-2127 if you have questions.