

Wholesale Ordering Terms and Conditions

How To Order

Gentle Illumination provides three ordering options for wholesale accounts:

1. Email: lejoyrothe@comcast.net
2. Phone me at: 1.612.788.8997
3. Or, mail your order to 2010 East Hennepin Ave., Building One, Minneapolis, MN 55413, Attn: LeJoy Rothe.

Please be sure to include accurate contact information.

If there are any special instructions with your order, those must be detailed in writing and included with your order to ensure accuracy. I regret that if this information is not included I cannot guarantee that custom aspects of your order will be fulfilled.

Order Changes

Order processing typically begins within two days of receiving your order. Please review your order before it is placed to ensure it is accurate and complete.

Order Confirmation

If you do not receive an email confirmation within two hours of placing your order, please contact me.

Order Errors

Please notify me of any errors in your order within five business days of receiving your shipment.

Order Tracking

If you wish to have your USPS order tracked, please inform me of this with your order. A small fee will be charged for this service.

Or-

If you select UPS shipping, the tracking is no additional charge. Once your order ships, your tracking number will be sent via email.

Order Minimums

The minimum wholesale order is \$120.

Prices

Prices are subject to change at any time. When price changes do occur, the prices will be reflected on the Wholesale Pricing page of my website and can be downloaded in PDF as well. Make sure you are aware of the current prices as no exceptions will be made for your failure to familiarize yourself with pricing from current wholesale pricing.

Futher Discount Pricing

I am willing to offer a special discount package for orders over \$300. Please contact me with a request of this size. Be aware that an order of this size will take a little more time to prepare and would still require prepayment.

Delivery Time

For all in stock items, please allow 7-10 business days from the time of your order for the delivery of your shipment.

Shipping

Freight costs are based on shipment weight and shipped via either USPS or UPS unless otherwise indicated. At this time, orders can only be shipped to addresses in the United States. The cost of shipping is determined after order is packaged for delivery and an email invoice will be sent or the amount will be charged to the credit card on file and a receipt will be sent in the mail.

Refusal of Shipment

Shipments returned to Gentle Illumination due to customer's absence or refusal may be reshipped at customer's expense. The customer will be charged a restocking fee of 25% and shipping expenses for orders refused for any reason.

Further shipments will be held until your balance is paid. If three shipments are refused within a three month period, all future orders will be declined. Please be sure to make arrangements for receipt of shipments!

For questions regarding your order, please contact me at 1.612.788.8997 or email lejoyrothe@comcast.net.

Backorders

I have a pretty full inventory of products in stock, but occasionally an order comes through that needs to be produced from scratch or that ingredients need to be ordered for. I will inform you of such an event as soon as I can. Orders will be charged at the time of original order if I anticipate shipping the remaining items within fifteen business days. Otherwise, backorders will be charged at the time of shipment.

Exchanges

I will gladly exchange any product that is found to be defective or damaged within seven days of receipt of order. Please inspect all orders upon receipt. No Returns! Exchanges only!

Please contact me right away with exchange requests.

I cannot accept returns or exchanges initiated by your customers or clients due to allergic reaction or skin irritation or due to inaccurate recommendation. I recommend that you review product information and ingredients thoroughly and consult carefully with clients about any possible reaction or contra-indications.

Your own product return policy is at your discretion. Asking you to assume responsibility for customer returns keeps my wholesale prices down so your profit margins can be high!

Damaged Shipments

If you receive a shipment that has visible damage, indicate "DAMAGED" in writing with UPS there, or refuse delivery. UPS will only accept responsibility if this is in writing! If there are damaged products, please call or email me immediately to initiate a claim and replacement damaged merchandise. UPS will contact you and may visit to inspect damaged merchandise. For orders shipped by USPS, you MUST request and pay extra for insurance in order to receive a refund on damaged orders. Requesting your orders shipped by UPS without insurance is at your own risk.

Alternate of Temporary Packaging

In the event that a certain package or ingredient is discontinued, I experience a backorder from a packaging or ingredient supplier, I may find it necessary to substitute in order to ship your order in a timely manner. I will make every effort to avoid these situations and notify you in advance in the event they occur.

No extra fees will be charged for temporary substitutions, but if the issue persists, I will make the adjustments to my ingredient disclosure and pricing as necessary.

Terms of Sales

Each time you place your order online you **AGREE** to these Terms and Conditions.

Or -

If sending your order in the mail or over the phone, I must receive a signed Terms and Conditions document prior to processing your initial mailed order. Subsequent orders will be filled with the understanding that you agree to these Terms and Conditions. Please download the PDF of these Terms and Conditions, sign and send to the address listed above.

Payment

Payment must be prepaid in one of the following ways:

By personal or business check, cashiers check and money order made out to Gentle Illumination. Please send it to the address listed above.

Or-

Payments can also be made securely online by Master Card, Visa, American Express or Discover through my website or credit payments can be initiated by you through PayPal to lejoyrothe@comcast.net or if you would like I can send an email invoice either through PayPal or Propay.

Or-

If you don't have ready access to your email, I can initiate a secure payment without the email invoice.

Cancellations

Once your order is placed (and prior to shipment), cancellation requires employee time to process the cancellation. Therefore, I regretfully must apply a 20% service charge to cover expenses.

Returned Checks

There is a \$30 fee for all returned checks, payable by Visa, MasterCard, American Express or cashier's check. If more than two checks are returned within a six month period, orders must be prepaid by credit card, cashier's check or money order.

Credit Card Processing

Occasionally charges may be added by your financial institution or credit card company in addition to the invoice value and are out of my control. If you have any concerns, please contact your financial institution or credit card company prior to ordering.

Since the products are discounted, the 3% credit card processing fee must be added to the order to defray the cost of this convenience.

Sales Tax

Please submit a signed resale certificate in your account name to waive sales tax. Otherwise all orders will be charged the current tax rate for the city of Minneapolis which at this time (December 27, 2007) is .0715%.