

# THE PRODUCT HATCHERY LLC

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## General Terms and Conditions of Sale for Wholesale Customers

June 2019

All items not ordered in multiples of standard package quantities will automatically be increased to the next standard package quantity. All purchase orders submitted by our customers are assumed as accepting our general terms and conditions as stated herein, any conflicting terms stated on the purchase order cannot supersede our terms.

**ORDER DISCREPANCIES:** All order discrepancies must be reported to us within 5 working days from the date of delivery. Any discrepancies reported after this period cannot be honored.

**PAYMENT TERMS:** Credit card charge before shipment.

**PRICING:** Prices subject to change without notice.

**MINIMUM ORDER:** \$250.00 minimum order on all original orders.

**FREIGHT POLICY: CONTINENTAL U.S.:** All orders in excess of \$2,000 will ship prepaid.

**PICK UP ALLOWANCE:** 1% of net invoice, 24-hour notice requested. Order must qualify for prepaid freight to receive pick up allowance.

**LOST OR DAMAGED FREIGHT:** Although we take special care to insure the safe arrival of your merchandise, our responsibility for damages cease when the customer accepts the shipment. To protect your interest, we suggest that you thoroughly inspect all items before accepting delivery. If your order was damaged in shipment or contains a shortage, report the loss or damage AT ONCE to The Product Hatchery LLC. Any claims for lost or damaged freight must be noted on the Bill of Lading at the time of delivery.

**RETURNS:** No merchandise will be accepted for return without prior authorization. Call our Customer Service Department to request permission to return goods. Instructions on method of return will be given to you at that time. All returns are subject to a 25% restocking charge.

**NO ONLINE RESALE:** Wholesale customers are not permitted to resell any products purchased from The Product Hatchery LLC on any online marketplace including Amazon, eBay, or Walmart in the United States or worldwide. Violation of this condition may result in immediate cancellation of your wholesale account and/or request/litigation for compensation for damages.