



## Wholesale Policies

### Thank you for your interest in Jillibean Soup!

If you would like to become a retailer of Jillibean Soup products you will need to fill out our wholesale application. We will also need a copy of your business license or tax ID certificate. Please fax it to (614) 448-4701 or e-mail it to [info@jillibbeansoup.com](mailto:info@jillibbeansoup.com). Once we receive the information, we will process your application. Once the application is approved, we will validate your chosen login-id for you to log onto our website. Then you can start shopping!

Please contact us at [info@jillibbeansoup.com](mailto:info@jillibbeansoup.com) with any questions. We look forward to working with you!

### Order Information

We do not have a minimum opening order. We ask that you order the minimum quantities listed on the order form and/or catalog. Orders are accepted via fax (614) 448-4701, e-mail: [orders@jillibbeansoup.com](mailto:orders@jillibbeansoup.com) or you can place an order online at our website [www.jillibbeansoup.com](http://www.jillibbeansoup.com).

### Payment Method

We accept Visa, Mastercard and American Express. We also accept money orders or a pre-paid business check. There will be a 14 day hold period for the check to clear before shipping your order. If paying by check, please add 10% to cover shipping and handling fees. There will be a \$30 fee assessed for all returned checks. Credit cards will be charged when your order ships. If there are issues with the credit card provided, shipping will be delayed. Jillibean Soup will contact the retailer as soon as possible with any credit card issues. Sorry, we do not extend credit at this time.

### Shipping

All merchandise is shipped FOB New Albany, Ohio. All orders are shipped via UPS or USPS (unless other arrangements have been made). Shipping costs are determined at the time of order placement based on the estimated weight of the items to ship and the shipping destination. There is an additional \$5.00 handling fee charged in addition to shipping. Jillibean Soup is not responsible for lost or mishandled packages.

### Returns

All returns must be approved within 10 business days of receipt. All returns must include a return authorization number, please contact us at [orders@jillibbeansoup.com](mailto:orders@jillibbeansoup.com). All returns must be free from damage, alterations or use. All returns must be in their original

packaging. Returns are subject to a 20% restocking fee. Shipping and handling charges are non-refundable. We do not accept returns from International customers.

### Product Discrepancies

We promise to do our best to ship your order correctly and in a timely manner. If there is an error, please notify our order department within 10 days of receipt of your order. Returns will not be accepted without a return authorization number. Please contact us at [orders@jillibbeansoup.com](mailto:orders@jillibbeansoup.com). All products may vary slightly due to custom manufacturing of materials used. Colors may appear differently on the website and catalog versus the actual product.

### Backorders

Any item out of stock will not be backordered. Please reorder with your next order placed.

### Donations

Donation requests can be made via e-mail at [info@jillibbeansoup.com](mailto:info@jillibbeansoup.com). We will review each request and notify you if we are able to honor your request.

### Terms and Conditions

JillibeanSoup, LLC reserves the right to make changes to its policies and procedures at anytime. Prices are subject to change without notice. Jillibean Soup is not held responsible for typographical errors on literature, price lists or on its website. Jillibean Soup maintains the right to refuse a wholesale account if its products are not represented properly. Reproduction in any way of Jillibean Soup designs and products without express written consent from Jillibean Soup is strictly prohibited.