



# SHIPPING POLICY

**DATE:** \_\_\_\_\_

**CUSTOMER:** \_\_\_\_\_

Thank you for your interest in Mayesh Wholesale. We look forward to working with you. We hope to have a long and mutually beneficial relationship. We will work hard to ensure your satisfaction with our product and service. Listed below are our policies and procedures.

## **CANCELLATIONS/CHANGES**

We work only with floral professionals in a perishable business. Due to the specificity of orders and the increasingly short time lines, we order 2-3 times a day to get the product you need by the day you request. When you place an order we assume you need it. Orders are cancellable only up to two weeks in advance. We can adjust line item quantities downward to a maximum of \$50.00 per order.

## **SPECIAL ORDERS**

In special cases - we may ask you to sign a special order form and/or ask for a deposit on a particular order. We will do this when the quality of an item ordered is large, the product is expensive or in short supply.

## **FREIGHT**

We will work with you to determine the best method of shipping for your company. However we are not responsible for the performance of the freight company. Airlines will not credit product or freight charges, unless they are more than 48 hours late. Fed Ex will not credit product or freight unless the shipment arrives a day late. No method of transport will issue any credit for delays caused by weather or natural disasters. As a vendor we will work with you to minimize problems and losses as part of a successful, long-term relationship. If a box is damaged in transit - it is a carrier issue, and you must sign damaged upon pickup or delivery in order to receive credit.

## **NEW CUSTOMERS**

We cannot input orders from new customers until we have received their signed credit card authorization, shipping policies and where applicable resale certificate. New customers' first three orders will be subject to a 50% deposit which will be run on the order date.

## **DAY OF SHIPMENT - Deadlines & Contact Numbers**

For many reasons it is important that we get orders signed off as early as possible. Our back house starts at 3:00 am, our sales staff at 6:30 am. We respectfully request all airlines orders be signed off by noon, and all other carriers by 1:00 PST. Late sign-offs are subject to additional charges. Please make sure we have a way to reach you the morning of your ship date.

We know that we are working with floral professionals and hope that you recognize that these guidelines have been established to ensure you receive the best quality product at a reasonable cost.

Your signature below signifies that you have received and accept our policies. Your signature is required before we can expedite your first shipment.

Name (please print) \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

CREDIT REQUESTS MUST BE MADE WITHIN 24 HOURS OF RECEIPT OF PRODUCT and must be accompanied by photos demonstrating the problem and the number of stems impacted.