



SEAGLOW CANDLES

New Customer Terms & Conditions

Fax: 503-296-2232

Email: sue@seaglowcandles.com

Mail: Seaglow Candles
333 South State Street #V423
Lake Oswego, OR 97034

ALL applicants must attach a signed copy of Seaglow Candles Terms and Conditions along with their resale form before any wholesale orders will be processed. All information is kept confidential and will not be shared or sold by Seaglow Candles or by reseller.

Company Name: _____ Phone: _____

Address: _____ State _____ Zip Code: _____

Print Authorized Name: _____ Authorized Signature: _____

By signing this order, you agree to Seaglow Candles's wholesale, credit, confidentiality, shipping and return policies, and authorize placement of, and credit payment for, all orders.

Resale Pricing

All price and minimum subject to change without notice. All items ordered under the minimum unit or not in appropriate multiples will be adjusted to the next multiple.

Minimum Orders

Minimum Order: \$300 at wholesale.

Sample Discounts

Samples are sold at discounts, restrictions and limit amounts apply.

Merchandise Packaging

To ensure our products' quality and minimize damage, all Seaglow Signature Candles are individually prepackaged in our attractive custom merchandise packaging.

MSRP Restrictions

Manufacturers' Suggested Retail Prices (MSRPs) are provided for all Seaglow Candles merchandise. Failure to adhere to Seaglow Candle's MSRPs when reselling Seaglow Candle merchandise could result in reseller contract termination with Seaglow Candles and discontinuance of Seaglow Candle merchandise for noncompliant resellers.

Payment Terms

Orders are shipped upon credit card payment or Net 30 Terms (on approved credit only). NO COD. Credit cards accepted are Visa, MasterCard, Discover and American Express.

New Accounts

New buyers must present a copy of business license, resale number, and credit card for payment. Your order will not be processed without a credit card. Net 30 Terms is available to established customers (see Net 30 Terms Credit Account).

Net 30 Terms Credit Account

Net 30 Terms is available on approved credit only. Credit approval for Net 30 Terms can be established after completing four credit card sales transactions with Seaglow Candles and completing a credit application. Approval of credit will take approximately four weeks, and credit limits may vary based on each applicant's credit history. Payment is due 30 days from the invoice date. A \$25 charge will be assessed for each returned check. Past due invoices will be charged an annual finance charge of 20 percent. If collection procedures are necessary, the customer will assume responsibility for all cost of collection, including attorney's fees.

Wholesale Trade Accounts

All accounts must have a city or county privilege licenses and have a state tax certificate to operate as a retailer, wholesaler or manufacturer. Merchandise purchased must be for use in manufacturing or resale.

Shipping

Seaglow Candles ships anywhere in the continental United States only.

Seaglow Candles does not accommodate drop shipments at this time. Shipments sent to multiple locations will incur additional shipping fees based on the product value of each individually shipped package.

Most orders are shipped within four to six weeks, depending on product availability. All shipments are FOB San Jose, CA. Orders are shipped using USPS. Unless specified by customer, Seaglow Candles will designate a trucking carrier as needed. Your order will be shipped as completely as possible. You may request that your order ship in its entirety; however, this may significantly delay the delivery of your order. Choosing to have your order items ship as soon as they are made available, instead of waiting for the complete order to be filled, is recommended.

Back Orders

You will be notified within one week if a product order is available in limited quantities or is currently unavailable. All back orders above \$100 will ship automatically as soon as the merchandise is available, unless you cancel your back order. All back orders less than \$100 will cancel automatically and will not ship, unless you retain your back order. Please cancel and/or retain back orders in writing.

Returns

Seaglow Candles gladly accepts authorized returns for merchandise credit. We do not accept returns on products without prior approval. Only unused products returned with proper authorization in their original packaging within 15 days of purchase are eligible for merchandise credit. Returns received after 15 days of product purchase will not be accepted.

If you need to return a product, please email us at answers@seaglowcandles.com to obtain return authorization, and we will send you complete return instructions. Be sure to include your order number and the reason for your return, or your return request will be denied (please read further below our "Damaged Goods Policy" regarding treatment of damaged goods).

When you return an item, please be sure to package it carefully and properly in its original packaging, and include a copy of your return authorization form. You may want to insure your return, as Seaglow Candles cannot be held responsible for lost or misdirected returns.

Once a return is authorized and your product is properly returned, a restocking fee worth 10% of your returned product(s) value will be applied to your account, unless the goods were shipped to you in error.

Shipping and handling charges are non-refundable. You the customer will be responsible for the original shipping charge, as well as the return shipping charge on packages that are refused or undeliverable. Any changes to an order that is already packaged but hasn't shipped will be assessed a \$10 handling fee. Any cancellation of an order that has already been shipped will be charged a 10% restocking fee and shipping charges will not be refunded. In the event of a dispute, including claim of non-receipt or

charge-back, we may provide personal information and details of transactions to any individual or organization we deem appropriate to help resolve, prevent further abuse or bring prosecution for fraud or other charges. We cannot be held responsible for theft or loss.

Damaged Goods

Seaglow Candles cannot be held responsible for any merchandise damaged after leaving our premises. If an item or package was damaged during shipping, damage claims should be filed directly with the shipper, unless the damage caused was due to excessive heat while in transit.

Due to the fragile nature of our products, extra precaution regarding receipt of our merchandise is strongly encouraged. Our candles are particularly sensitive to excessive heat, so pick up any exposed parcels left outside as soon as they are delivered. Please note that if you live in a hot area and order during the hot summer months, you order at your own risk.

Due to the individually handcrafted nature of our products, your Seaglow Signature candle may vary slightly in appearance to examples shown on our website, literature and packaging. This variation is intentional, and gives each candle its own subtly unique aesthetic. This slight variation does not affect your candle's quality or burn time.

Confidentiality Policy

We do not rent or sell your name, address, email address or other business or personal information. We only use telephone numbers if we need to contact you regarding an order. All information contained within resale contracts, wholesale orders, invoices and other documented business transactions between Seaglow Candles and resellers is kept confidential between Seaglow Candles and resellers. Any breach of confidentiality from either Seaglow Candles or reseller could result in reseller contract termination with Seaglow Candles and discontinuance of Seaglow Candle merchandise for noncompliant resellers. In the event of a dispute, including claim of non-receipt or charge-back, we may provide pertinent business or personal information and details of transactions to any individual or organization we deem appropriate to help resolve, prevent further abuse or bring prosecution for fraud or other charges.

Website Privacy

All users entering the password-protected web pages agree to keep user names and passwords confidential. All access to this area is logged and monitored. Please do not share your password with any other company.

Trademarks and Intellectual Property

Website design, graphical design elements and programming elements remain the property of Seaglow Candles unless otherwise specified. Elements contained within this web site cannot be reproduced, copied, modified or used in any manner without the express permission of Seaglow Candles. Under no circumstances can these images be used for any personal or commercial purpose.



SEAGLOW CANDLES

Credit Card Resale Certificate

Fax: 503-296-2232

Email: sue@seaglowcandles.com

Mail: Seaglow Candles
333 South State Street #V423
Lake Oswego, OR 97034

Company Name: _____ Phone: _____

Address: _____ City: _____

Sales Contact: _____ State / Zip Code: _____

A/P Contact: _____ Email: _____

Owner/Officer: _____ Federal Tax ID: _____

Business Description: _____

Type of Business (please check one): Corporation Sole Proprietorship Partnership LLC

ALL applicants must either attach a copy of your resale certificate or complete the following:

Resale and use tax for the **state of** _____.

I hereby certify for the business described above, I hold **valid seller's permit number** _____ issued pursuant to the Sales and Tax Law: that I am engaged in the business of selling candles, housewares and seasonal merchandise, and that the tangible personal property described which I shall purchase from Seaglow Candles, will be resold by me in the form of tangible personal property. In the event of any such property is used for any purpose other than retention, demonstration or display while holding it for sale in the regular course of business, it is understood that I am required by the Sales and Use Tax Law to report and pay tax, measured by the purchase price of such personal property. Description of property to be purchased: candles, housewares and seasonal merchandise.

Terms and conditions for credit card customers (signature required)

The undersigned applicant certifies the accuracy of all information provided on this form. The undersigned card holder will allow Seaglow Candles to use the following credit card for all transactions until otherwise notified.

Credit Card Number: _____ Expiration Date: _____ Security Code: _____
(3 digit number on back of card)

Cardholder's Name (print): _____ Signature: _____

Cardholder's Billing Address: _____
(if different from above)



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Wholesale order form

Fax:
503-296-2232

Mail:
Seaglow Candles
333 South State Street #V423
Lake Oswego, OR 97034

BILL TO:

Bill to and ship to the same address

Contact: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

SHIP TO:

Contact: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

QUANTITY	CANDLE NAME	FRAGRANCE	SIZE	UNIT PRICE	TOTAL

TESTER FLOOR SAMPLE PRICES:*

SQUARE \$15 | PILLAR \$12 | CONTAINER \$10 | VOTIVE \$2 *Not for resale. Testers are marked as such and do not come with boxes or packaging.

QUANTITY	CANDLE NAME	FRAGRANCE	SIZE	UNIT PRICE	TOTAL

Signature: _____

Date: _____

By signing this order, you agree to Seaglow Candles's credit, shipping and return policies, and authorize placement of, and payment for this order.

Thank you!

SUB-TOTAL \$ _____

TAX \$ _____

SHIPPING \$ _____

ORDER TOTAL \$ _____