

Esperanza en Acción - Wholesale Policy



- **Shipping:** The cost of shipping will be added to all wholesale orders in addition to the FOB. Packages will be sent at the regular ground/air rate established by the airline or shipping company, unless specified by the retail partner. Wholesale accounts do not qualify for free shipping or reduced shipping. We charge actual shipping - we process the order, weigh the packages, and then charge for shipping. Any duties, taxes or other customs fees for international orders are the responsibility of the customer.
- **Minimum Order:** minimum wholesale order is \$500 US dollars. The Initial order amount for new customers is \$200 (Can be negotiated).
- **Payment:** As we pay our artisans in advance, 50% of the total price is required when placing an order. The remaining balance is due immediately upon arrival of order. A 2% interest fee per month will be charged on all outstanding accounts.
- **Accepted methods of payment:** Money Order, Check and Paypal (if paying by Paypal client is responsible for paying fees charged by Paypal). Please Note: If paying by check, all orders will be shipped once the check has cleared. All payments must be made in US dollars. If you cannot pay by any of the above methods, please contact us to discuss other options.
- All orders must be made with the artisan group after being made with Esperanza en Acción. At the time of an order we will let you know how long it will be before we can get the stock into our office. We will communicate with the client as the products are being made to ensure an on-time delivery. If artisans cannot keep the date promised we will let the client know as soon as possible. We do our best to speed up this process whenever possible. If products are needed on a quicker time schedule please advise us and we will assess the situation.
- As our products are handmade and shipped from Nicaragua. We strongly recommend ordering your products well in advance to ensure your order will be delivered on time.
- **Cancellation Policy:** After finalizing an order, customers are required to pay the total cost of all products that have already been produced by the artisans. If products are not in production when an order is cancelled the client will not be responsible for paying for them.
- **Exchange and refund policy:** We do not allow exchanges on our products due to shipping costs to and from Nicaragua. Refunds are only available in certain circumstances. While we do our best to ensure continuity in our products, please be aware that there may be a slight variation in color, shape, dimension, texture and style. These variations are assets of our handmade products and do not constitute reason for refund. To make a return, please contact us. Please note that we do not refund original shipping costs or return shipping costs.
- **Breakage policy:** Please examine all shipments for external damage. All damage claims must be made within 5 days of receiving the products. Please keep all packaging for inspection.
- **Privacy Policy:** Esperanza en Acción is committed to ensuring that your privacy is protected. As such, any information you give us will remain confidential with restricted access only for Esperanza en Acción. Esperanza en Acción only collects customer information that is needed to manage its business and communicate offers that we believe will be of interest to you. We do not, in any way, store your credit card information.

Esperanza en Acción reserves the right to change prices as necessary. We also reserve the right to modify or update our policies. Thank you for considering selling our products.