

# CAROLINA CUPBOARD®

## Terms and Conditions

**Registration of Certificate & Certificate of Exemption** Wholesale accounts are expected to have proper business permits/licenses and are required to provide a copy of their state-issued Certificate of Registration and a Certificate of Exemption to be maintained on file when they place an order for the first time. In addition, the Certificate of Exemption or document exempting sales and use tax must be updated yearly by the customer and returned to Carolina Cupboard. If your state does not require a Certification and Registration, please submit a copy of your business license. The Re-Seller is responsible for all duties, taxes, or other government charges imposed by any federal, state, or local authority upon the goods sold in addition to their price.

**Minimum Orders** There is a minimum quantity per item requirement that must be met when placing a Wholesale order.

**Payment Terms** We recommend pre-payment on first time orders for faster processing. MasterCard, Visa, American Express, and Discover transactions require pre-authorization before merchandise is shipped. Carolina Cupboard reserves the right to require prepayment only. All orders are C.O.D, unless a current credit application has been approved. Terms on accounts are Net 10.

**Past Due** Reorders will not be shipped while an account has a past due balance. Carolina Cupboard reserves the right to revoke Net 10 at any time. Past due accounts are subject to a service charge of 1.5% per month.

**Ordering** Orders must be placed by 12 noon EST two days prior to the desired shipping, delivery, or pick-up dates. Orders may be placed through our Wholesale Customer Service & Orders number, 1-800-400-3441, by using the Wholesale Order Form and faxing to 1-800-646-1118, or by email, [customerservice@carolinacupboard.com](mailto:customerservice@carolinacupboard.com). Our Wholesale Price list is available upon request for our existing wholesale customers and by meeting certain requirements listed in the "Terms and Conditions" for new customers.

**Delivery** We deliver orders exceeding \$100 in Chapel Hill, Raleigh, Durham, and Cary throughout the week. We also deliver orders exceeding \$300 to Greensboro, Winston-Salem, and Kernersville every other Friday. Orders with delivery to Greensboro, Winston-Salem, and Kernersville will incur a \$25.00 delivery surcharge. The delivery schedule for these Piedmont cities can be found on our website, [www.carolinacupboard.com](http://www.carolinacupboard.com).

**Shipping** We make every effort to ship orders correctly and completely. We ship via UPS ground, and the USPS unless you request otherwise. Freight terms are FOB Hillsborough, North Carolina. Please be advised you will receive two separate charges, the first charge will be for the costs of the merchandise ordered and the second charge will be for the costs associated with shipping. Shipments are insured except for weather-related damaged. We will gladly pack any perishables to be shipped with a thermal pack when weather conditions require. Please call Wholesale Customer Service, 1-800-400-4331, for special pricing information.

**Expedited Orders** To ship an order the same day placed, the order must be received by 12 noon EST excluding the holiday season. Please call our Wholesale Customer Service & Orders number for the costs associated with overnight or expedited delivery.

**Back-Ordered Items** Items out of stock at the time your order is placed will be cancelled and as such cannot be delivered. Please call our Wholesale Customer Service and Orders, 1-800-400-3441, to reorder these back ordered items.

**Returns** Please open all packages and inspect items upon receipt of shipment. We may pack multiple items into one box in order to save on your shipping charges. You must count your cartons before signing for your order to insure to you have received the correct quantity of items you placed. UPS ground is only responsible for the outer cartons shown as delivered.

**Shortages and Damages** Shortages and damages must be reported to Carolina Cupboard Customer Service within 3 business days of receipt of merchandise.

**Other Considerations** All prices are subject to change without notice. We cannot accommodate wholesale purchases in our Retail Store in Chapel Hill, North Carolina, under any circumstances. All products must be ordered by the case. We do not split cases.