

2012 MauiKink.com Wholesale and Drop Shipment Terms

Aloha and thank you for your interest in working with our company to provide your customers unique and exotic items crafted by MauiKink.com.

Wholesale Accounts: Wholesale accounts are for legitimate businesses or companies (brick and mortar, internet based, etc) interested in carrying a selection of our items in their store.

In order to set up a wholesale account, we must have on file:

Company Name
Contact Name
Website (if applicable)
Email Address
Shipping Address
Billing Address
Tax ID Number/Resale License Number

Drop Shipment Accounts: Drop shipment accounts are available for legitimate web-based stores interested in carrying a selection of our items, without stocking the physical items. Please note - It is not our responsibility to hold product for your web-based store as a potentiality that you might receive an order. Shipping will be based on our standard shipping terms for all drop shipping orders (*see below*) We will work with you on how best to showcase our items on your website and if needed, set terms for your customers.

In order to set up a drop shipment account, we must have on file:

Company Name
Contact Name
Website
Email Address
Shipping Address
Billing Address
Tax ID Number/Resale License Number

Should one of these types of accounts not fit your needs, please contact us via email to discuss alternative options.

Wholesale Minimum Orders: US based customers must place an initial \$150.00 USD order (not including shipping costs) or a 25% service charge will be included on your order. International customers must place an initial \$200.00 USD order (not including shipping costs) or a 30% service charge will be included on your order. Once you have placed the initial minimum order, there are no minimums for subsequent orders. Please note these minimum order wholesale terms are for new wholesale customers only.

Drop Shipment Minimum Orders: There is no minimum order requirement for individual drop shipped orders but we do charge a \$3.50 USD drop ship fee per order/shipment if the order is under \$15.00 USD.

Placing an Order: Orders can be placed online, email or over the phone. For wholesale accounts and drop shipment accounts - when placing an order online, please include your business name and wholesale/drop shipment account number (which is given to after setting up an account) in the wholesale account section on our order form so we can credit the correct discount to your order. Online orders and emails are always the best way to ensure speedy responses since we are in and out of our office all day.

For detailed information regarding placing an order, please read under [How Do I Place an Order?](#)

Stock Policies: Prices and Stock Availability is subject to change without notice. We do our very best to keep our website updated with notices when an item is out of stock - please refer to the website or email us prior to placing an order. Our company is set up as a supplier to direct customers with many of our items made to order. As such, we cannot be expected to function as a warehouse center for web-based stores who wish to list our products on their sites without stocking the actual items for resale. It is recommended that website stores purchase a stock of items that they have chosen to be featured on their website, just as store front customers do. Our drop ship policy also includes this clause - *It is not our responsibility to hold product for your web-based store as a potentiality that you might receive an order.*

Payment Terms: Payment must be made in full in U.S. \$. Initial orders must be prepaid with a credit card or via PayPal (fees may apply). We will accept Personal/Business checks or Money Orders for subsequent orders but please note that there will be a 7-10 business day hold on all checks till they clear our bank. Returned checks will be subject to a \$35.00 returned check fee and subsequent orders will be processed with credit card only. We do not offer credit terms.

For detailed information regarding payment through our order form, please read under [Payment Methods](#).

Returns: We want all of our customers to be happy with their items and our standard return policy applies to all orders. All of our products come with our lifetime guarantee. If at any time a product breaks or wears out, we will repair or replace it free of charge - All items are unconditionally guaranteed against defects in materials and workmanship. We stand by our custom crafted products and their sustainability for light and heavy usage. We do not accept returns with prior authorization. For all account levels - should you receive a damaged or defective item in the mail, you must contact us within 7 business days of receiving said item (as verified by the confirmation of delivery via shipping company) We will make arrangements to have you return the defective item and we will gladly send a

replacement, repaired item, like item or value exchange, or issue you a credit for the price of the product towards any other item on our website.

We do not accept non-defective returns or exchanges of items that have been opened and used or returns on Bondage Ropes. We also do not accept non-defective returns or exchanges for custom orders, all DIY supplies, unprocessed hemp spools, bondage shears, oils or suspension rings. We are not liable for any damages or lost packages during shipping if there is not sufficient insurance coverage. We will only refund shipping charges on a case-by-case basis and may charge a nominal return or restocking fee for wholesale and drop shipment accounts.

For detailed information regarding customer returns, please read under [Our Return Policy](#).

Shipping and Turnaround: Our standard shipping policies and turnaround times apply to all account levels. We strive to ship most items within 3-12 business days not including some custom pieces. During holidays and prior to large events, we are busy with orders - should you need your items by a certain date, please place your order sooner, rather than later. If you need your order by a certain date or time, you may want to email us prior to ordering so that we can advise you on shipping methods.

We generally ship via USPS Flat Rate or Priority Mail for all US orders and USPS Priority Mail or DHL for International orders. We ship with a variety of companies and strive to find the most cost effective and quickest shipping options for all of our customers. For example, shipping within the US is usually never more than \$10.95 via USPS Priority Mail (4-6 business days) for most items with the exception of some DIY Supplies and Hemp Rope Spools.

For detailed information regarding shipping methods and turnaround times, please read under [Shipping and International Shipping](#).

Custom Orders: We welcome custom orders. Should a customer request a custom item, please contact us with the full details or have the customer contact us directly. We will offer you a % based on the total sale (excluding shipping) as a commission. We do not accept returns on non-defective custom orders. We would also welcome creating specific items just for you to carry and will work with you options, pricing and terms. Custom items are what our business is based around and just because you don't see, doesn't mean we can't create it!

Additional terms:

- Please note that there are certain items on our website that we do not offer wholesale or drop shipment discounts on, including additional discounts on Sale Items, Specials and Limited Release Items, Bulk and Raw Hemp Rope, some DIY

Supplies, some Bondage Ropes and Rope Kits, Apparel, Cuffs & Restraints, some Accessories and Dungeon Furniture.

- Our wholesale, drop shipping and vending programs operate solely online with no print catalog. We will be introducing a product book in mid-2012 that we will offer for free to help showcase some of our custom items.

- Orders are shipped from Maui, HI. Please keep this mind during shipping and when contacting our company.

- We do not authorize our merchandise to be sold in e-auctions such as Ebay, etc and we reserve the right to refuse to sell to any company that does e-auctions.

- We mark a majority of our items with business card size tags with our company logo and description of said item. All items MUST be sold with our tags on them. If our items are sold without the tags or under another company name that is considered grounds for canceling your account and any orders you have with our company.

- We do not appreciate customers setting up wholesale or drop shipment accounts under their business name just to receive discounts for their own personal collections. We consider this cheating our company and consider it grounds for canceling your account and any orders you have with our company.

- We do not accept discount codes in addition to wholesale discounts. We promote discounts and sale items from time to time - generally the wholesale discount will be greater than a standard discount given to our customers but if not, we will honor the highest discount offered. We do not combine wholesale discounts and standard discounts under any circumstances.

- We do, at any time, have the right to dissolve any type of wholesale, drop shipping or vending arrangement. Our terms may change at any time.

Marketing Tip: When putting together a collection of our items for your store, we recommend having a sampling of each type of product. For example: Bondage Ropes display best when customers can see the full range of colors, textures and types available.

Should you have any questions at any time, please do not hesitate to contact us. We will work with you and your business to fulfill you and your customer's needs. Please contact us via email for price lists for our gear and bondage ropes.



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