

Fibres of Life Inc. ~ Wholesale Policies and Procedures

- **We plan our retail partnerships carefully, limiting the number of organizations we partner with in each community in order to ensure a healthy market for all retail partners, and to support the originality of the products. Retailers with a demonstrated interest in fair trade or values based products, and high aesthetic will be prioritized.**
- Fibres of Life minimum wholesale order is \$200 pre-tax.
- GST and shipping costs will be added to all wholesale orders. The products are sent through Canada Post. Packages will be sent at the regular rate, with insurance, unless specified by the retail partner. For environmental reasons we do not normally use plastic packaging.
- Accepted methods of payment: Visa, MasterCard.
- For all orders submitted for pre-production, we will charge a non-refundable 25% payment to your credit card. The percentage is calculated based on product cost and GST. Upon shipping, the balance of your order including postage is charged to your credit card and receipt issued via email.
- All orders are subject to product availability. We will inform you of availability upon ordering. If ordering products from existing stock, please allow 3-4 weeks for the processing and delivery of your order and 4-5 weeks during the holiday season. We will attempt to better these times whenever possible. If a quick turnaround time is needed, please advise and we will assess viability.
- Due to the fact that our products are handmade and produced overseas in countries that can face infrastructure challenges, please be aware that we have select stock quantities on some items. **TO ENSURE BEST AVAILABILITY OF YOUR PRODUCT, WE HIGHLY RECOMMEND ORDERING YOUR ITEMS WELL IN ADVANCE.**
- **TO ENSURE YOUR CHOICE OF QUANTITY, STYLE, AND COLOUR, WE HIGHLY RECOMMEND PRE-ORDERING PRODUCTS PRIOR TO PRODUCTION, WHERE THIS OPTION IS AVAILABLE.**
- We strongly back the quality of our products. Exchanges and refunds are available only if a product has a quality issue; it will be replaced. We sell the products ourselves at our own retail base prior to wholesaling and are familiar with which items suit various clienteles and are the best sellers. We would be very happy to assist you to ensure best choices.
- Our products are handmade; all products are subject to slight variation in colour, shape, dimension, texture and style, and as such, these variations are assets of the handmade aesthetic and do not constitute quality issues.
- To ensure an ongoing partnership, retailers carrying Fibres of Life products agree that the Fibres of Life paper tags must stay on the products. This ensures public education on Fair Trade and its social benefits and to give proper recognition of the artisans who produce the products. The tags also maintain brand consistency and ensure buyers are aware of product care.