



Dog is Good
10531 Humbolt Street
Los Alamitos, CA 90702
1-888-344-3647

Policies For Wholesale Buyers/ Retail Stores

Effective 09/01/2014

The following are our policies for servicing retail stores. This is not meant to be all inclusive for any scenario that may occur. This document is subject to change.

ORDERS: Orders may be placed by phone, fax, e-mail and preferably, through our wholesale site. Shipping costs indicated on orders through the wholesale website are an estimate and are subject to change. We will adjust the sales order/invoice accordingly.

SHIPPING: Wholesale orders are normally shipped in 1-2 business days. If there are items not in stock but inventory is due in, we may hold the order so it can ship complete. We ship USPS and UPS. We can ship FEDEX, but there is an additional fee for FEDEX pickup from our warehouse. Unless directed otherwise, all wholesale orders ship via UPS Ground.

PAYMENT: Payment shall normally be made by credit card or ACH and is payable when shipped from our warehouse. ACH registration must be made in advance of first ACH transaction. Failure to pay within fifteen (15) days of invoice due date will result in late fees; and late fees shall be incurred monthly at 1% interest of monies owed, or to the maximum extent allowed by law.

BACKORDERS: Items that are not in stock will not be placed in a "backorder" status. We will remove them from the Sales Order. You can place these in a subsequent order; or, if directed, DIG will create a separate Sales Order for the out-of-stock items and ship when they return to stock.

RETURNS: Sales are final. If we sent the wrong items we will arrange for return shipping and for shipping replacements.

MINIMUMS: Minimum initial order is \$250 if apparel is included (other than hats). For non-apparel items only, minimum initial order is \$100 (dog water bottle, greeting cards, magnets, mugs, hats, etc). Minimum reorder is \$75 or \$10 service charge is applied. Exceptions may be made for product kits. Please call us.

RETURNS FROM RETAIL CUSTOMERS: We will not accept returns or exchanges that originate from sales made at retail store locations.

DEFECTIVE MERCHANDISE: We will replace defective merchandise at no additional cost.

CONSIGNMENT: We do not consign inventory.

PRICING: Every item has a suggested retail price (SRP). We recommend that retailers abide by the SRP as a minimum retail price. We reserve the right to stop servicing any account that we determine is engaging in discounted pricing which could undermine the value of the brand. We will maintain SRP in our retail webstore with the exception of clearance items and short-term promotions.

ITEMS ON DOG IS GOOD RETAIL WEBSITE: Not all of the items sold in our retail webstore are available at wholesale pricing – in particular, those produced under license from Dog is Good. We do not sell licensed products wholesale; they must be purchased directly from the manufacturers. Manufacturer points of contact will be readily available on our wholesale website.

TAXES: Each party is responsible for paying its own taxes arising out of any transactions between the parties. Wholesale buyers must submit a reseller's agreement with resale number and/or tax ID as appropriate for their business location.

By purchasing inventory from Dog is Good for retail sale, and by your signature below, you acknowledge our policies and our right to discontinue servicing accounts at our discretion.

Signature _____ Date _____

Name _____ Store Name _____

Address _____
