



5711 Transit Rd.
East Amherst, NY 14051
Ph: 800-210-3787 Fax: 716-688-7025
info@ferroc cosmetics.com

TERMS AND CONDITIONS

To Order by Phone: 800-210-3787 or 716-688-8050. Phone Order Hours: 8:30 am-4:30 pm EST Monday thru Friday.

To Order by Fax: 716-688-7025, **24 hours a day, 7 days a week.** Please include your full contact information, Ferro account number, and shipping carrier account number (Fed Ex, UPS, DHL) so we can process your order properly. Our account executives will fax your confirmation order form to sign and fax back. Payment is due at this time. If you receive Credit Terms, the payment due date will be on your confirmation order form.

Industry Wholesale Pricing: To receive wholesale pricing information, catalog and/or price list, please fax, mail, or email a completed APPLICATION FOR WHOLESALE form as well as required proofs of business as noted on the application. We cannot release pricing until we receive this application.

MINIMUM ORDER REQUIREMENTS:

Our startup packages are sold in category units: Ultimate and Radiance Foundations, Blush X3, Glow Mineral Bronzers, Matte & Crystal Mineral Veils, Eye Candy Mineral Eye Shadow. Units include BONUS customer "Tester" products (packaged in clear window tops for customers to see, touch and try our other products).

To maintain adequate inventory for consumer demand, placement on our website and promotional materials as an authorized retail location, and excellent Ferro Customer Service, we require your business to carry a minimum of our *complete* or *partial* category units of products.

Our black Eco-Friendly Units are made from 100% sustainable/recyclable materials. They each hold minimum of 6 different shades plus a tester well for keeping inventory unopened yet still allowing customers to see and try each shade with the matching testers.

FIRST ORDER: There is a **\$500 first order minimum.** One Category Unit plus with testers plus additional testers of shades not included in your order. Additional Units may be customized of extra shades you desire to carry with a minimum of 3 pieces per shade and a minimum 6 shades to fill a unit. Testers are included in the price per unit. Additional Tester Collections may be purchased at any time.

REORDERS: There is a **\$75 reorder minimum.**

We strongly recommend to keep units fully stocked, so to help keep a full unit You may order any quantity of shades to restock your existing unit without a per piece minimum. To order additional categories or shades not included in your unit or being currently carried by you, a minimum of 3 pieces per shade and it's tester is required.

Your Wholesale Account: Once your wholesale application has been submitted and approved, our account executives will work with you directly and assist you in customizing your order and account according to the needs of your business.

Placing Your Order: At the time of placing your first order, if you haven't done so already, please provide us with a completed Wholesale Application Form which includes your FEIN number, as well as your state's sales tax resale certificate and any completed forms sent to you to avoid paying sales tax on your order. NYS accounts are required to complete and return a NYS Resale Certificate.

Please provide us with copies (front and back) of 2 valid credit cards along with a copy of valid driver's license to remain on file as well as a voided check from your business account. Any balance over 30 days will automatically be charged to one of the forms of payments we have on file, and there will be a \$5/day late fee for all overdue balances. Should your business experience difficulties paying your balance, please contact us prior to the due date, and we will do our very best to work with you. We want you to succeed!

Orders may be faxed using the order form, emailed using the Wholesale Order Form (long or short form) or phoned. Once your order is placed you will receive the purchase order and total by fax, displaying the complete order, amount due including tax (if applicable), shipping & handling. You will be required to sign and date the order, authorizing the payment

and return back to our office. You may pay with one of the credit cards on file, PayPal, or another form of payment you prefer.

Forms Of Payment: MasterCard, Visa, American Express, Discover , business or corporate check, Certified Check or Money Order payable in US Funds. Business Checks are accepted, but orders will not be released until the check has cleared. We do not honor C.O.D's. Checks or Money Orders should be made payable to **FERRO COSMETICS**.

Payment Requirements: First 3 orders must be paid in full via secured funds or credit card. Orders \$500 or more must be pre-paid by credit card or secured funds.

Terms: Terms are granted after the first 3 orders are paid in full, or you have satisfied our requirements to be granted terms. Terms offered are 50% down at time of order with remaining full payment required within 30 days, **OR** full 30 day terms where full payment is required 30 days from date of receipt. There will be a \$5 charge per day for all late or unpaid invoices. Unless you have been granted terms, all orders must be paid in full at time of placing order.

Returned Checks: There is a \$35 fee for each returned check.

Delivery: Orders are generally shipped within 3 days from receipt of payment. You will be promptly notified on any Items that cannot be shipped within 24 hours with an estimated shipping date.

Shipping: Ferro Cosmetics ships by USPS & Fed Ex. If you would like another carrier, or you have accounts with Fed Ex or UPS and would like your freight charged to your account, please let us know at time of order.

Damage and Discrepancies: Notify our office within 3 business days of receipt of order to report any damage. It is necessary for you to call the carrier immediately for damage inspection and claim reimbursement. All original packing materials and cartons **must be retained** for inspection purposes.

Shipment Refusals: If an order is returned because it was refused, you will be responsible for the shipping charges plus a 15% restocking fee. If re-shipped, double shipping charges will be applied.

Returns: All returns must be made within 14 days in *new, unopened, and unused condition*. **NO RETURNS ARE ALLOWED ON OPENED PRODUCTS. *There is a 15% restocking fee for all returned items.*** To make a return, you must obtain a Return Authorization Number (RA#). To obtain an RA#, call our customer service number at 716-688-8050. Include a detailed explanation with the invoice number, your name, business name, account number, address, phone number and reason for return. Print the RA# on the outside of the package. Packages should be returned by trackable and insured shipping. We are **not responsible** for returns not received. Packages will be refused and returned to you at your expense if the RA# is not written on the outside of package.

Ship Returns to:

Ferro Cosmetics
c/o RETURNS
5711 Transit Rd.
East Amherst, NY 14051

RETURNS FROM YOUR CUSTOMERS: Ferro Cosmetics corporate sales have a very low return rate. Our high level of customer service, education, Mini products and sales materials (i.e. Foundation Shade Helper, Catalogs, website, etc) allow for our customers to become educated in the products they are purchasing along with the knowledge of choosing the proper shades. For this reason, we cannot accept returns from your customers unless they are damaged or unopened/unused. To minimize customer returns, we expect our business partners and their staff to become fully aware of the Ferro Cosmetics Product Line, read fully all training manuals and materials, and stay current with our knowledge. It's suggested but not required to carry a minimal assortment of Mini's to assist clients in trying before buying full sizes. Mini's still receive the same profit margin as full size products and are one of our best selling products. If your business maintains a proper level of education and inventory, we will work with you on a case by case basis on customer returns.

I agree to the following Terms and Conditions as said forth in this agreement:

Signed

Date:_____

MAXIMIZING AND MAINTAINING YOUR FERRO COSMETICS WHOLESALE/RETAIL PARTNERSHIP

Depending on the type of business you are selling Ferro Cosmetics, it is important to have the entire staff knowledgeable of the Ferro Cosmetic products you retail. We recommend appointing one person within your staff to be trained, maintain the displays, inventory, and be the main contact between your business and Ferro Cosmetics. This will enable our staff to properly assist your business in maximizing sales and profits, staying current with new and upcoming product releases, and cross promoting. An attractive, clean, organized environment results in better sales, and we require all Ferro Cosmetic Wholesale Accounts to properly maintain their sales area daily. Poorly kept Retail Units or unsanitary conditions around our cosmetics will result in immediate termination of the account. The best way to sell Ferro Cosmetics is to be a USER of our products. All employees and staff should use some of Ferro Cosmetics in their daily routine.

HELPFUL TIPS:

- Keep ample supply of disposable applicators next to tester area (available for purchase from Ferro or other beauty supply stores).
- Keep Testers in an area where customers can look, touch and try the shades for optimum sales. Enclosing or locking up Testers is not recommended unless the area is staffed 100% of the time.
- Keep all makeup brushes clean. Gently clean daily and between clients using gentle brush cleaner, wash biweekly using baby shampoo.
- Dust unit daily (swiffers work great)
- Wipe all tester jars daily. Keep lids closed tightly.
- Keep ample supply of catalogs and Ferro Flyers available.
- New staff members should be aware of all Ferro Training materials and read thoroughly. We can assist with new staff development.
- Keep Current by reading newsletters and emails.
- Keep a copy of the Product Training Manual nearby for quick reference as well as foundation shade helpers. Laminate 2-3 and keep near customer area.
- Review our website and blog often to see the latest events and news.
- Please contact us at anytime for support, questions, or ideas! We're here to help you succeed!