



# *Wholesale Policy*

## *Darkwood Woodcarving [DW]*

*1. Minimum Order: for first-time customers of Darkwood Woodcarving, the minimum order for wholesale is \$600. New wholesale customers will be placed our wholesale Proforma until such time that total orders invoiced are over \$1600. Once customers have reached the \$1600 expenditure, they will be placed on the preferred wholesale list.*

*2. How to place an order: You can place an order from our online store, off-the-shelf designs or custom orders a design just for your business (see para 12 for more details). select the items you would like and contact us via phone or email. We accept all major credit cards but prefer e-transfer.*

*You can order by phone at (506) 238-1398*

*You can order by email at gary@dwwcarving.com.*

*3. Manufacturer Suggested Retail Price (MSRP): Art or products purchased from us shall only be sold at the MSRP, unless you have a sale event in which you shall not discount or raise the price 15% above or below the MSRP. That said, you can contact us if you plan to go above or below the 15% via email.* 4. Wholesale Pricing: All prices are listed in Canadian Dollars. All authorized retailers, garden shops will receive 40% off the MSRP.

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- a. *Special Clients such as interior designers, architects will receive 20% off MSRP, plus the cost of shipping with no minimum order size.*
- b. *Special Clients such as tourist attractions and galleries will receive 30% off and 50% off all shipping charges.*
- c. *Special Clients such as Craft Beer, Craft Cider and Vineyards within NB 20% off MSRP and free shipping within the Maritime Bubble to include New Brunswick, Nova Scotia and Prince Edward Island when ordering over \$600 CDN.*
- d. *For orders*

*Prices are subject to change without notice.*

**5. Returns:** All returns must be made in writing directly to the head offices seven days of the delivery date. A written explanation of why the items are being returned and the number being returned. No returns are acceptable without DW Carving prior approval and delivery instructions for transport. Shipping will be charged.

*For any goods returned as “unsuitable,” there is a re-stocking charge of 15% plus shipping chargeable to the customer.*

*please email us with details of the issues prior to returning*

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*For products or art that is damaged during shipping, The customer is required to contact us within 24 hours of receiving the products. This will allow us time to confront the shipper. If your product is damaged during shipping, we will accept returns immediately with free shipping. In this case, you are required to contact us, as stated above, within 24 hours of receiving the products.*

**6. Payments:** Method of payments in order of preferred option. Please contact us with your preferred option. (506) 238-1398) or email gary@dw-carving.ca or darkwood@darkwood-woodcarving.ca thanks.

- e-transfer
- Credit Cards (MasterCard, Visa, Discover, and American Express.
- Debit

## **7. Delivery Window: Options**

*For all orders of our off-the-shelf or custom orders, please give us 10-14 days, depending on the size of the orders. Please call or email us to confirm your order. We will work with you to meet your requirements thanks.*



## 8. Shipping:

*In international shipping, the customers are responsible for paying. Please contact us for cost estimates.*

*North America shipping on all orders freight will be charged on each invoice at a rate of 7% per invoice total, with a minimum charge of \$25.00 will apply.*

*Maritime Bubble: We are offering free shipping and delivery for all orders above \$800. Below \$800 CDN our North American shipping rates listed above will apply. (Maritime Bubble includes New Brunswick, Nova Scotia and Prince Edward Island. )*

**9. Shipping Insurance:** Will be covered by Darkwood Woodcarving with no cost to the customers.

**10. Private Labeling:** For tourists, attractions and custom orders will be allowed. For example, the tourist attractions name or the craft beer/vineyards on the product is allowed. Note, We will still have our labelling and our yearly makers mark on all products.

- Special Clients custom orders, for example, Vinyards or craft business name on the products is allowed and encouraged. Please call with your custom order, and we will work with you to meet your requirements.



## 11. Custom Wholesale Orders:

*For all custom Wholesale orders, we require a 50% down payment after we confirm the design and before we start work on the orders. We will work with you to design the best product for you to meet your requirements.*

*12. Our Guarantee to you: We guarantee we create all of our products in our Oromocto NB, studio and workshop. We only use the best quality material available, locally purchased in NB Canada.*

**Gary A Crosby  
Master Carver  
Darkwood Woodcarving**

[www.dwcarving.com](http://www.dwcarving.com)

or

[www.darkwood-woodcarving.ca](http://www.darkwood-woodcarving.ca)

Phone: (506) 238-1398

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