



Questions? Here's Some Answers!

Our retailers are the key to our success and we are always eager to answer questions on our products, ingredients, ordering, etc. Here's a few common questions – feel free to email us with more!

- **What is your minimum order?** Opening order minimum is \$125.00. There is no re-order minimum on case orders. Open Stock orders (individual pieces) have a \$75.00 re-order minimum.

- **Do you drop ship?** We do not drop ship. Instead we have created *Open Stock ordering*, which allows all Retailers to purchase in amounts as small as \$75.00. In addition, we provide Internet Retailers with our handy *On-Line Retailers Guide* – containing high quality photos and pre-written copy ready to drop into your site.

- **Why can't all products be used on cats?** Cats are very sensitive to certain essential oils that are contain terpenes and ketones. Because every cat is different, we recommend using products only formulated for use on cats. Our *Pal Kitty Freshen-Up Foam* was developed for just this use!

- **What's the easiest way to order?** *Easy Order Kits* are the fastest way to start carrying our products and save money too! All kits are *discounted* and include up to \$30 worth of free product, samples, shelf talkers and product info cards. Re-fills are easy too with our *Easy Refill Kit*.

You can view all our products and kits by logging into our Wholesale Website at www.palDOG.com/wholesale. You can access pricing and product information right away and place an order as well. Don't miss our *Discount* button – always offering something special!

Wholesale Policies

Returns: Our products are satisfaction guaranteed. Damages will be replaced immediately (please contact us within 3 days of delivery). In order to maintain quality control, we cannot accept product returns after 30 days. If you have a customer complaint, contact us immediately and we will credit you the cost of refunding their product.

Shipping: We ship by Fed Ex Ground, FOB Pacifica, CA. We use USPS for some home deliveries. Orders will be shipped within 2 – 3 business days.

Payment: We accept VISA, MC and AMEX (AMEX on orders over \$150 only). We do not ship COD. We do accept checks for pre-orders - once the check has been received and cleared, your order will be sent. Terms are available on orders over \$350, with provided references. Returned check fee is \$30.00.

Back Orders: If we experience a back order on any product, we will contact you immediately with an anticipated shipment date. We can ship the in-stock items and the back ordered items when available.

Privacy: All personal information and credit card numbers are confidential, remain private and not given out for any reason. On-line orders are processed using a secure server (SSL), which protects your personal information while ordering.

More Questions?

Feel free to contact us!

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