

ORDERING POLICY FOR NEW CUSTOMERS

- \$500 minimum Order.
- Brick & mortar store front location (A photo of your store front may be required)
- Disclose all physical address locations where our handbags will be sold. Big Buddha handbags are to be sold at these authorized locations only.
- Provide Resale Number

REGIONAL EXCLUSIVITY

- Providing customers with regional exclusivity can be beneficial to both the customer and the Big Buddha brand. We generally try not to open new accounts within a one mile radius of existing and active Big Buddha accounts. "Active Accounts" are typically defined as accounts that place a minimum of \$500 in orders per season (i.e. Spring & Fall). Although we do our best to follow the above guidelines, Big Buddha does not guarantee regional exclusivity to our customers.

SHIPPING

- Orders are processed on a first come first serve basis.
- **Delays** -If a shipment takes longer than normal it's because items are out of stock and/or there are orders placed ahead of yours. You will not be notified if your purchase order is delayed.
- **Backorders** - All items that are put on backorder will not be cancelled. It is the customer's responsibility to contact Big Buddha to cancel the backorder or make changes to the backorder. Once the backordered items are in stock, Big Buddha will ship the merchandise.
- **Shipping Costs** - Big Buddha does not cover shipping costs for orders or backordered items. Shipping will be included on your invoice.
- **Shipping Method** - All orders are shipped UPS ground, unless requested by you, the customer. Big Buddha does offer UPS 3 day, Ups 2nd Day, and UPS next day at an additional cost. Other methods such as FED-EX, DHL, and UPS ground collect are available if you provide your shipping account number.

RETURN POLICY

- Damaged Returns – 60 day return policy from the day the merchandise shipped.
- Non-Damaged Returns - 7 day return policy from the day of receiving merchandise.
- Return authorization - Returns that do not meet the following guidelines will be refused and sent back at your expense.
 - A return authorization (RA) number must be issued for all returns.
 - Customer specifies whether they would prefer a replacement or a future credit.
 - Replacements will be sent once the returned bag is received by our warehouse.
 - Return Authorization numbers are valid for 15 business days. If merchandise is not received within the 15 business days, the RA number will expire and cannot be reissued.
 - Returns will not be accepted if a Big Buddha Return Authorization number is not clearly written on the outside of the box, with a return authorization form in the box.

- Sorry, but at this time we are unable to issue call tags.
- Big Buddha will not issue refunds to credit cards.

PROMOTIONS/ADVERTISING POLICY

- Big Buddha is a registered mark. In order to protect the integrity of the Big Buddha brand and mark, we are diligent about controlling the distribution and retail pricing of Big Buddha branded product. Promotions that advertise a discounted price on Big Buddha products must be approved in writing. Please e-mail sales2@ebigguddha.com with requests to advertise a discounted price on Big Buddha products.