

BUSINESS POLICIES

April 2024 – Retailers CAD

Opening a Retailer's account

A new account is opened with the first order by completing and signing the "**account opening form**" provided for this purpose.

There is no minimum purchase per order. Your annual order total (excluding taxes) determines the level of discount you will receive (see table below).

To help you get started with sales, we offer "Set-up" orders. They include free sales aids (demos, displays and flyers). This is available apply on the first order only.

Retailer Program

Your annual purchases (January to December) determines the discount rate we offer. For the first year, we determine together your purchase aims for the year. Your first order should reflect this objective which then implements the rate we offer you.

	Margin	Total min. annual HT
Reseller 25	25%	400 \$
Retailer 40	40%	1 500 \$

	Margin	Total min. annual HT
Retailer 45	45%	4 500 \$
Retailer 50	50%	9 500 \$

Your status is reviewed together with the first order of each year, or during the year if your purchases warrant a discount increase. In the event of a rate change, in either direction, the new rate will apply to the current order.

Orders

- Orders are taken by telephone or e-mail (order@invocation.ca).
- Please remember to enter a new order number each time to facilitate follow-up.
- Orders are processed on a first-come, first-served basis, and usually dispatched within 3 working days.

Payments

Orders are **prepared on receipt of payment**.

Depending on our ongoing experience with you, a **Net 30-day payment** facility may be granted in time.

Payment methods

We accept payment by Credit Card and Bank Transfer.

Late payment

Interest of 3% per month (36% per annum) will be charged from the invoice date if payment is not received by the due date.

Shipping

Orders are delivered according to distance and postal delays, generally around 3 days for the Quebec province and 5 days for the rest of Canada. Territories have slowly delivery times.

Canada Post shipping charges

- **Flat rate (\$20)** for orders **under \$375** excluding taxes.
- **Free of charge** for all orders **over \$375** shipped by Canada Post.

Transport costs by Carrier: specific request or emergency

- **At your expense** for orders **under \$375** excluding taxes
- **50%** at our expense for orders **over \$375** excluding taxes

Returns

- **Exchange or credit** will be given for products damaged by us during shipping. Proof of breakage or non-conformity will be requested.
- No products will be exchanged or taken back in the event of unsold stock.

Please bear in mind that since all our products are 100%, this makes them sensitive to direct sunlight and extreme temperature changes. Sunlight will effect the color but not the fragrance or the therapeutic attributes of the perfumes. We recommend keeping bath salts and 3 ml samples in a fridge or cool place.

Communication

All our marketing communications materials are available **on request**.

- Free **flyers** in English and French, up to a maximum of 25 per order.
- You will receive a monthly **newsletter**.
- Ongoing, customized remote training for your sales team.
Training courses are continually enriched with the latest experience and feedback from users. A must: Better training boosts sales.
- **Visio meetings**, to answer your questions: additional information on products, their use, the best way to talk about them **according to your clientele** ...
- A bank of product pics (72 dpi or more if necessary).
We'd appreciate it if you'd identify them: @invocationcanada and #nameproduct (ex :#chiiyaam).
Identification allows us to follow you and share your communications on our social networks.
Mentioning photo credits at the bottom of your publications would also be appreciated.

Invocation Inc communicates any changes to policies and price lists through its newsletter. It's your responsibility to refer to this newsletter to stay informed of any changes.

Date

I acknowledge that I have read the policies and methods of payment and have accepted them.

Compagny : **Signature :**

.....
Signed by (name and title in block letters):

*Thank you for your commitment to a healthier and more sustainable world.
Welcome to Invocation!*