



Drop Ship Program Vendor Guide

Getting calls on product that you don't stock? Can't find space to store new products? Looking for extra sales volume but can't justify bringing in new products?

Let **Sandtastik** be your warehouse and use our Drop Ship services! We do all the work and you collect the profit dollars!

Program Features & Highlights

- Manufacturer Direct Products
- Unique, Niche Market Opportunity
- Shipping Daily via UPS & Canada Post
- Quality, Safe Products Tested & Approved by ACMI and Duke University

Product Inventory & Pricing

We provide all the product SKUs, descriptions, dimensions and weight, msrp, and more for your website or catalog via excel spreadsheet. Images can be downloaded from our dealer website or requested in large format via email. We may periodically send you an updated excel sheet with new/discontinued items and ask that you update your site or catalog. You may also request this sheet from us.

Terms & Conditions of Sale

All drop ship orders require payment upon shipping. A valid credit card is required on file to process invoice payment(s). All sales are invoiced in US funds.

- Credit cards billed in US funds: Visa, MasterCard, Discover, Amex, PayPal



Customs / Brokerage Policy

Sandtastik Products Ltd assumes all responsibility for goods sold and shipping to customers located within the United States. There are no extra fees or charges for this service. However, upon account setup, we will require any 1 of the following for our Brokerage Co. paperwork:

- Federal Tax ID #
- EIN #
- Social Security No. #

Purchase Order Processing

We prefer/request all purchase orders be sent by web, email or fax:
(Please no phone orders.)

E-mail: orders@sandtastik.com

Local Fax #: (905) 734-7733

Toll-free Fax #: (800) 831-6111

Web: <http://www.sandtastikproducts.com> *Account registration required.

Note(s):

Please include reference/purchase order # and packing slip with your order, if applicable.

Vendor Generated Packing Slip

By default, all orders ship with Sandtastik's system generated Picking List (no pricing) unless otherwise arranged or custom vendor generated Packing Slip is submitted. Please provide a copy of custom vendor packing slip in pdf, doc(x), or txt format accompanying purchase order(s).

Availability / Back Orders

As the manufacturer of over 80% of our product offering, we strive to maintain an adequate inventory of all items. However, during peak seasons and special event Holidays, we may be temporarily out of stock of some items.

An out of stock/discontinued item notification message will be sent via email, fax, or phone prior to order processing with advisory of specified item shortage(s) and approximate availability. We will await buyer confirmation to ship order(s); (i) incomplete, (ii) upon availability, or (iii) cancel.

Note(s):

Sandtastik Products Ltd. will not ship backorders with prepaid shipping.

Bulk / Large Orders (LTL/FTL Freight)

Please contact us for all bulk/large volume purchases and to obtain a quotation for LTL/FTL freight shipping. All large orders ship on standard size pallets (48 x 40 in) unless otherwise specified. Pallet & stretchwrap charge is \$10.00 each.

Shipping Hours & Accounts

Business Hours

Orders shipping via prepaid, collect, and 3rd party UPS courier services, Canada Post ship daily during business hours: 7:00am - 3:30pm EST (M-F).

Warehouse Location

All items ship from Sandtastik's production warehouse located at:
58 Prosperity Ave
Port Colborne, ON L3K 5X9
Canada

Do you or your company have a shipping account already?

Which type of accounts can be used at Sandtastik:



UPS:

Ship via Sandtastik Prepaid, Collect to your company, or 3rd Party UPS accounts. Indicate this account no. in your Drop Ship Account Application or contact us today to update your current account.



FedEx:

We apologize for the inconvenience, but these accounts cannot be used.



Purolator:

Collect/3rd Party accounts only. Please contact us for details.



Canada Post:

Prepaid, Collect, and 3rd Party accounts. Please contact us for details.



USPS (United States Postal Service):

We apologize for the inconvenience, but these accounts cannot be used.



Don't Have An Account?

Not to worry, you can ship using Sandtastik's default UPS WorldShip™ account.

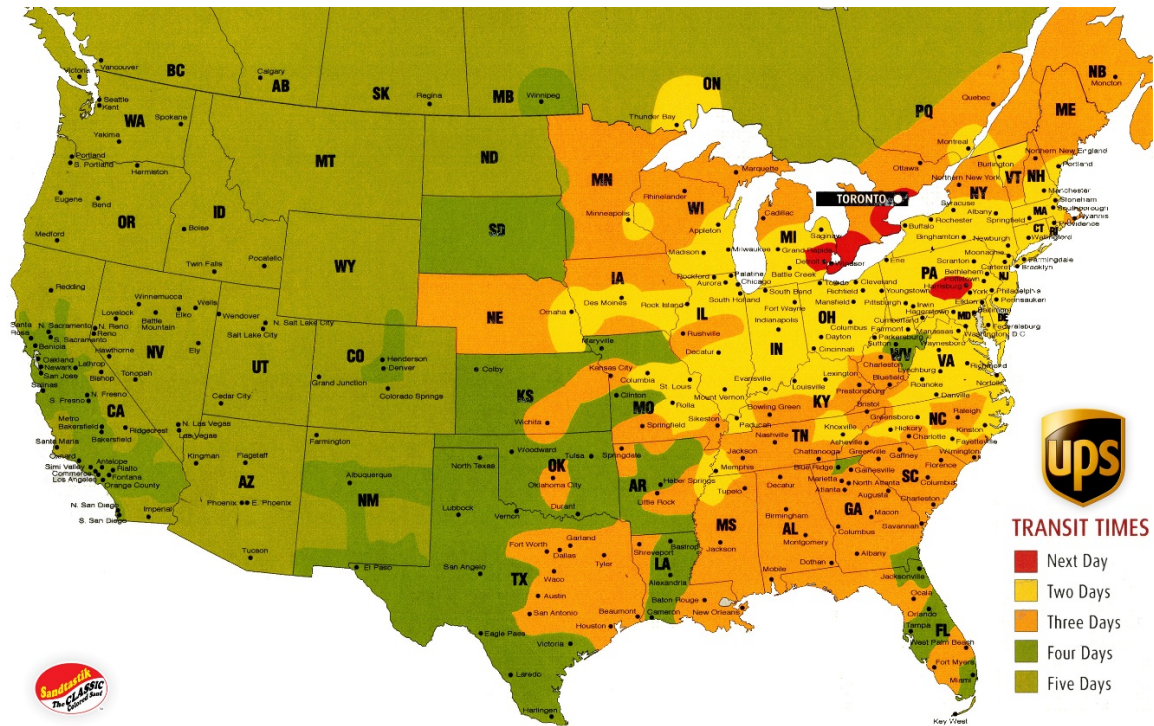
Note(s):

When shipping into the United States, make sure your account is setup for international shipping rates prior to use. These rates/fees are typically astronomical unless custom pricing exists. Contact your rep for details.

Tracking Your Shipment (Quantum Notice)

Orders shipped by all types of UPS accounts can include a quantum notice (UPS system generated email advising of date, customer address, tracking number) upon shipment processing. Please provide an email address for this service. If you are an existing customer and do not receive regular quantum notices, please contact us to update your profile.

Transit Times



Note(s):

Orders shipping to Hawaii, Alaska, and Puerto Rico require custom rates. Please contact us for further details and availability.

Product Return Policy

Merchandise returns must be pre-authorized by email to orders@sandtastik.com. All returns subject to a 25% restocking fee. Item(s) must be sealed and in resalable condition.

Damaged Goods Policy

In the case of customer reporting damaged goods upon arrival, please contact us immediately via phone, fax, or email for proper replacement instruction.

Refused Goods Policy

In most cases, customer has cancelled an order after shipment has left our warehouse. Please advise customer(s) to accept all shipments and proper return/cancellation instruction will follow shortly. In the event of refused shipment(s), Sandtastik Products Ltd will credit product(s) only. All acquired shipping fees are non-refundable.

Order Cancellation

Purchase orders requiring cancellation must be initiated by 8:00am EST of the scheduled ship date. Please contact us via phone, fax, or email at your earliest convenience to confirm all cancellations. In the event of a shipment in transit already, Sandtastik officer will advise return/cancellation instruction.

Warranty

Sandtastik Products Ltd strives to manufacture and supply quality, safe North American made products. All our products are regularly tested by toxicologists at Duke University and have the ACMI AP certified non-toxic, safe for children seal.

Questions

If you have any questions on the program please send them to info@sandtastik.com.