



Wholesale Ordering, Shipping, and Return Policies

Dear Wholesale Customer,

Thank you for your business. Salish Winds Incense is committed to customer satisfaction. If you have a problem at any time, please let us know.

Ordering: There is a \$100 minimum order. Unless otherwise arranged, payment is due in advance of shipping. Once established, customers may discuss credit terms for payment. In most cases orders will go out within 1 business day. However, while there are minimal back orders, they do occur. You will be notified of any delays in shipping at the time of order.

Shipping Charges: All charges are F.O.B. factory, meaning that the customer is responsible for published shipping cost based on the service they choose. All shipments are insured.

RETURNS

If you have a return, please send it back and upon receipt of goods, we will exchange, credit or refund in full the items purchased; plus return postage (on defective items only).

Please fill in the information below, indicating the reason for the return, and enclose this form with the returned merchandise. Thank You.

Customer Information: Date: _____ Store: _____
 Address: _____
 Phone: _____ Contact: _____

Reason for return		Action requested
Defective or Damaged	Wrong Item Shipped	Exchange
Wrong Item Ordered	Duplicate Order/Did Not Order	Refund Check
Wrong Quantity Ordered	Other (specify)	Credit My Account

Returns		Exchanges							
Item Description	Qty	Fragrances	Incense	Oils	Essential Oils	.5 oz	1 oz	2 oz	4 oz
		Altar			Cedarwood				
		Cedarwood			Clary sage				
		Cinnamon Twist			Eucalyptus				
		Clary Sage			Lavender				
		English Ivy			Patchouli				
		Frankincense & Myrrh			Tangerine				
		Garden of Eden			Tea Tree				
		Jasmine			Other				
		Lavender							
		Nag Champa							
		Patchouli							
		Rose							
		Sandalwood							
		Shahrazad							
		Smudge							
		Sunset Meadow							
		Vanilla Balsam							
		Other							

Notes: