



Sustainable Steel Products for the Modern Creature & Human

Thank you for offering **These Creatures™** to your customers.

At These Creatures we strive to produce innovative, unique and creative products of the highest quality. Currently, we provide an ergonomic and durable line for stylish animals and humans everywhere. Our designs are sleek pieces of art that complement modern decor. We produce products for dogs, cats, wildlife and humans. All of our products are made by hand, to order, in Washington state.

Our product lines:

- **For the home, garden & office:** Bookends, wall hooks, key hook/charging stations, magazine racks, business card holders, holiday ornaments, garden fences & bird feeders.
- **For the modern creature:** Leash hooks, standing feeders & hanging feeders.

The following information and terms will help you get started with us. Do not hesitate to let us know if you have any questions; we're happy to help. We know you will have great success with **These Creatures™**, and we very much look forward to working with you.

Terms: Your order must be paid by credit card. We accept Mastercard or Visa (or any other cards via Paypal). All customers must pay 50% of their wholesale order upfront (unless their order is online, in which case it's 100%). The remaining 50% will be charged upon completion and shipment of the order.

How to order: You may place your order directly with us online at www.these creatures.com (the easiest and quickest method), or you may phone or email it to us.

Online:

1. Go to <http://www.these creatures.com/wholesale.shtml> and follow the instructions to register for an online wholesale account.

2. If we have approved you for an account with us, you will be able to order from our secure site 24 hours a day, 7 days a week.

By Phone or email:

1. If you'd like to order by phone or email, please ask us for a credit card authorization form. Once filled out and we have your credit card information on file (mandatory for all wholesale customers ordering by phone or email). You may order by phone at 425.212.9262 during business hours, 9:00am – 6pm PST, M-F, or by email at sales@these creatures.com.
2. We will let you know what your shipping costs are before charging your credit card for the final 50% of your order.

Order Minimums/Payment: All initial orders must be a minimum of \$300. All re-orders must be a minimum of \$100.

Shipping: F.O.B. is WA. UPS Ground is our shipping method of choice and will be used unless otherwise specified by you. You are responsible for all shipping charges, and all charges must be prepaid along with all products ordered. Freight charges will be added to the invoice as a separate line item clearly marked. Extra charges may be applied to orders from Alaska, Hawaii, Puerto Rico and all international cities.

Drop Shipping: We only drop-ship our [designer hanging feeder collection](#). If you would like to drop-ship ONLY our designer hanging feeder collection, please contact us at info@these creatures.com and we will let you know if you've been approved to drop-ship that collection. If approved, we will send you our drop-ship title/description terms, as well as our designer hanging feeder web images. All other products must be paid for up-front and shipped to the wholesale customer at their address. We have a \$300 initial order minimum, and \$100 re-order minimum.

Press Inquiries: Please contact Amy Finkel by email press@these creatures.com or by phone directly at 917.293.6873.

Custom Designs: For custom designs or colors, please email info@these creatures.com.

Customer ID: Your customer ID will be established when you set up a wholesale account with us (it's the username that you create for your online wholesale account). Use this ID name when placing future orders by phone, fax or email.

Resale Certificate: A resale ID # is required to purchase **These Creatures™** products at wholesale prices.

Turnaround Time: We aim to produce, fulfill, and ship all orders within 4-6 weeks of receipt (depending upon the size of the order and the queue at the time received.) Please allow 5 business days for shipping across the country from WA. Additional days and costs will be applicable for Alaska, Hawaii, Puerto Rico and all international cities.

Return Policy: All sales are final! No refunds. Credit will be issued for defective or damaged merchandise, or for a product shipped to you in error. Claims must be made within 5 business days of receipt of merchandise. Liability for merchandise qualifying for credit is limited to the value of the products returned.

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<http://www.thesecreatures.com>