

# Puppia International, Inc.

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PUPPIA®  
[www.puppiaus.com](http://www.puppiaus.com)

## TERMS & CONDITIONS

The following terms and conditions apply to all distributors, dealers, resellers and retailers of Puppia® (and affiliated brands) products in the US and Canada. All distributors, dealers and retailers in the US and Canada must first set up an account by submitting all required information as listed below under our general requirements. All account set up requests will be reviewed and each prospect will be contacted individually regarding the status of their account set up. All required documents must be signed and dated and returned to us via fax (866)364-1454 or via email to [cs@puppiaus.com](mailto:cs@puppiaus.com).

### General Requirements

- Must submit a copy of your State Reseller Certificate or business license, not your EIN
- Must be a pet related business and have supporting documents
- Minimum order \$100
- Advanced payment is required for all orders with no exception
- No eBay or similar auction website sales.
- No Amazon sellers
- Online Retailers wishing to sell our products on any website other than their own must be pre-approved

### Payment Method

- Credit cards accepted: VISA / MASTER / AMEX
- Personal or Company checks accepted (orders will be shipped once check clears)
- No Term payment

### Shipping & Handling

- All orders will be shipped via UPS Ground and/or USPS (expedited services available at additional cost – please email [cs@puppiaus.com](mailto:cs@puppiaus.com) to inquire about these services)
- Please allow 3-5 business days to process your order
- Backorders are canceled unless we are notified

### Drop Ship

- Drop ship fee of \$5 applies to each order
- Must submit packing slips for the orders to [cs@puppiaus.com](mailto:cs@puppiaus.com)
- Images of our products may not be used without prior written authorization
- Returns are only accepted for defective items
- Exchanges must be notified prior to [cs@puppiaus.com](mailto:cs@puppiaus.com)
- All exchange and shipping fees are at the expense of the seller

### Return/Exchange Policy

- Please inspect your items upon receipt as returns are only accepted for defective items
- Defective items must be returned within 30 days of delivery, in the same condition that you received it, unworn or unused, with tags, and in its original packaging.
- If you ordered the wrong product, we can exchange it for you provided the product is still in its original and unused condition, at your own expense.
- All Seasonal items such as Christmas items are not returnable.
- If any of these requirements are not met, a restocking fee of 20% will be assessed on the original purchase price.

## Wholesale Website

Puppia Int'l Inc. has a website for authorized dealers and resellers, [www.puppiaus.com](http://www.puppiaus.com). Registered users may obtain pricing and detailed product information for Puppia® and Pinkaholic® New York and Catspia® products from this website. If you are a retailer and currently do not have access to our wholesale website, please register on the website. We will process your request within 2-3 business days. If you are not a registered retailer and wish to set up an a wholesale account, please register on the website and follow the instructions on the automated email, which will follow after you finish the online registration process.

## MSRP (Manufacturer's Suggested Retail Price)

A current list of MSRP for Puppia products may be obtained upon request. A new list of MSRP is available at the time of launching a new season's collection. You may also contact us via email or call us for MSRP information.

## MAP Guideline (Minimum Advertised Price Guideline)

Puppia Int'l Inc. (Puppia) wishes to maintain a marketplace that values Puppia Products and views Puppia Products as unique, high quality and desirable. Puppia has built a strong following and wishes to protect its reputation for superior design, quality and longevity. This MAP guideline shall be applicable to all distributors, resellers and retailers of Puppia®, Pinkaholic® New York and Catspia® products ("Puppia Products"). Under this MAP guideline, **no retailer shall advertise any Puppia Product at a discount in excess of 20% off the applicable MSRP.**

The MAP guidelines are as follows:

1. This MAP guideline is applicable to all Puppia retailers including all storefront, internet retailers, and mail order catalogs.
2. Retailers shall not advertise and Puppia Products at a discount in excess of 20% off the applicable MSRP.
3. This MAP guideline applies to all advertisements of Puppia Products in any and all media, mail order catalogs, Internet or similar electronic media, television, radio , and public signage.
4. This MAP guideline does not establish maximum advertised prices.
5. This MAP guideline applies only to minimum advertised prices and does not relate to actual sales prices of any Puppia Product.
6. Puppia does not intend to do business with retailers who degrade the image of Puppia and its products. Advertising prices below the established MAP guideline have the effect of diminishing or devaluing the perceived value of Puppia products.
7. The wording "minimum advertised price" and/or "MAP" shall not be advertised along with Puppia Products, nor the existence of a MAP guideline be referenced to. Such references will be considered a violation of this guideline.
8. Failure to abide by this guideline, intentionally or repeatedly will result in the following:
  - a) The forfeiture of Volume Discounts and Rebates
  - b) Termination of distributor and reseller authorization and access to products

The MAP guidelines only concern advertised prices and in no way does it relate to the actual sale price of any items. All retailers are free to sell products at the price they elect. The MAP guidelines have been established to protect the reputation of Puppia products and to maintain desirability of the superior design and quality of Puppia products.

**By completing and signing this form you agree to our terms and conditions as stated above. Please return via fax to (866)364-1454 or email it to [cs@puppiaus.com](mailto:cs@puppiaus.com).**

**Company Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name(printed):** \_\_\_\_\_ **Signature:** \_\_\_\_\_

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