

# MRS BEE'S - TERMS & CONDITIONS for DISTRIBUTORS / WHOLESALERS AGREEMENT

(Strictly private and confidential)

Please note that our **Mrs Bee products** are offered at **wholesale cost to Distributors / Wholesalers** for the purpose of resale.

All our **authorised Distributors / Wholesalers** will receive a wholesale price list with a recommended retail price – shipping cost as indicated. We reserve the right to cancel an account / listing, if Mrs Bee's goods are not being well maintained, or if the account changes ownership. *Duplication of products, or packaging, or falsely representing Mrs Bee's products as your own, is strictly prohibited.*

## **Orders**

**Orders** can take-up to **2 weeks (14 days)** depending upon stock availability / levels and all **distributors** are requested, to plan accordingly. If *all products on your order* are in stock and available, you should receive your order within **3-5 working days** and **up to 7 working days** for **outlying areas**. *Additional delivery fees may apply*, the above will be subject to confirmation.

## **Delivery & Handling**

The delivery charges quoted on your order are based on a third-party contracted courier company. **Mrs Bee reserves the right to refuse any order, which is deemed too be unverifiable.**

## **Distributor / Wholesale Payments**

**Orders must be paid in full prior to shipment.** If paying via EFT, direct deposit or otherwise, please e-mail the proof of payment to [info@mrsbee.co.za](mailto:info@mrsbee.co.za). **All payments are subject to confirmation and verification before any orders may be processed;** **payments** are to made to: -

<b>Acc. Name:</b>	<b>WildCam (Pty) Ltd</b>	VAT # 4720186065
<b>Bank:</b>	<b>NEDBANK</b>	Co. Reg. No: 2006/021073/07
<b>Acc. No.</b>	<b>1171045646</b>	
<b>Br. Code:</b>	<b>117-134</b>	
<b>Type:</b>	<b>Cheque</b>	

## **Wholesale Exchange & Restocking fees**

Mrs Bee will **accept an order for exchange within 14 days from date of delivery;** a **monetary refund will not be given.** There is a **20% restocking charge** for all exchange orders. Item or product contents must be in a good, sealed, packaged and hygienic condition. **Return the goods with the original invoice** and a **note stating your reason for exchanging the product** for the **same value.** Please note that **delivery and handling charges** are **not refundable.**



## ***Return Policy***

### **Lost, incorrect, or damaged goods:**

If your goods are damaged or incorrect upon receipt thereof, report this with the delivery service immediately and record the appropriate comment on the **POD** note (Proof of Delivery) or refuse receipt thereof, stating such comment or the reason therefor; if taking / accepting receipt thereof, save all contents and packaging materials; also, please take photos and any other visual or documentary proof thereof that may be required, ***contact us within 2 business days after its arrival. Goods that arrive in a damaged condition, will be replaced only after the damaged goods have been returned to Mrs Bee, within 10 days of receipt for inspection. Goods that have been determined to be lost, after thoroughly researching/investigating the *package movement* through *delivery confirmation* and *tracking*, will be replaced, if so deemed. In both circumstances, please note a monetary refund will not be given.***

### ***Cancelling / Changing your order***

Due to our size and efficient fulfilment, we move with efficacy, so we ***cannot guarantee*** that your *order can be cancelled or altered after it has been placed*. You may contact us as soon as possible, as to verify / establish, if your order has already been processed; if it has not, we will gladly alter or make changes to it.

### ***Display***

It is your responsibility to maintain a clean / safe storage / operational environment and replace sample / test / demo products as needed or required. Mrs Bee will or may, from time to time, provide promotional material, including information via WhatsApp and or on our website [www.MrsBee.co.za](http://www.MrsBee.co.za). All enquiries may be directed to [enquiries@mrsbee.co.za](mailto:enquiries@mrsbee.co.za).

### ***Private / Privacy Policy***

We will not share or disclose your information with anyone. *Your information will be recorded / added to an **in-house Mrs Bee Distributors / Wholesalers list**, only to be notified of any important changes that *directly affect your account and sales of or relative to **Mrs Bee's products***.*

All Mrs Bee's material, including text from our website, ads, catalogues, and other written documentation, may be used, as created, or intended for by us. **Mrs Bee will *review our site regularly***, as to **ensure all product information is correct and updated**, we retain all our legal rights and liberties pertaining thereto.

**POPIA DISCLAIMER:** We comply with the Protection of Personal Information Act 4 of 2013 ("POPI") and have adopted a policy to this effect, which is available on request.

Data Subjects who submit their personal information to us consent to and agree that their personal information may be recorded and processed by us in executing day-to-day firm activities and functions to provide integrated administrative functions and services.

Data Subjects submitting personal information confirm that they are aware of their rights, such as the right that their personal information be amended or removed from our records at any time.

