



An authorized service provider of



New Customer Policy Page

A signed copy of this New Customer Policy Page must be returned with your completed New Customer Application and all other application materials.

In order to be considered for approval as an authorized reseller of Burt's Bees products, you must agree to the terms and conditions set forth herein.

New Accounts

Please allow up to two weeks for your new account paperwork to be processed. Submission of application materials does not guarantee account approval. A customer number will be established with your first order upon approval of new account. Your initial order must include a signed copy of this New Customer Policy Page, completed New Customer Application and a copy of the Sales & Use Tax or Resale Certificate issued to your company by all states in which you operate retail stores. Interior and exterior photos of your store may be required for account approval.

Burt's Bees, Inc. (BBI) does not allow our products to be sold on any type of auction website. Existing stores may sell BBI products on their retail website if approved. BBI reserves the right to limit or discontinue the selling of its products to parties with sale and distribution strategies not compatible to those of BBI.

International Distribution

Wholesale purchases of BBI products are exclusively for resale to the end-consumer in the United States. International distribution or sales to a third party other than an end-consumer is strictly prohibited unless specifically approved in writing by BBI.

Product Testers

To request a tester, circle the "T" in the tester column on the order form next to the product description. Request one free tester for each \$100 of product ordered, with a maximum of 10 per order.

Pricing

Prices may change without notice.

Shipping

The FOB point is Memphis, TN. Please allow up to 14 business days lead time on all orders from time of receipt until delivery to your designated shipping location.

Minimum Order Amounts

The minimum for a BBI opening order is \$250. Our re-order minimum is \$150 by fax, email or bee2bee.com.

Return Policy

All sales are final. Credit will be issued only for defective or damaged merchandise or for products shipped in error by BBI. Claims must be made within 15 days of receipt of merchandise. Liability for merchandise qualifying for credit is limited to the value of the products returned.

Payment Methods

Orders paid by credit card or money order will be released upon authorization of charge or receipt of money order. Orders paid by check will be held up to 10 business days before releasing. Returned checks are subject to an insufficient funds fee. Accounts sent to collection are subject to all collection agency fees.

Out of Stock/Discontinued Products

We attempt to maintain a 100% fill rate on all orders, but occasionally may be out of stock on certain items. We do not back order. Just as we develop new products, we occasionally discontinue others. We apologize if discontinued or out of stock products create an inconvenience for you or your customers.

Packaging

BBI products must be sold in their original packaging. Packaging may not be changed in any way, including the removal of product from the original package or by altering copy or structure. Our products are packaged and sold in case pack quantities only.

The contents of all kits are subject to change without notice. BBI may occasionally replace kit items with equivalent products.

By signing this policy page, I am stating that I understand and adhere to all policies set forth by Burt's Bees, Inc.

Name of Business

Name of Person

Title

Date