



**CUSTOMER INFORMATION & CREDIT CARD RELEASE FORM**

Please fill out this form and return it to us. See Wholesale Terms & Conditions for details. This form can be faxed, scan/emailed or mailed back. If you have questions please do not hesitate to contact us at (519) 884-3505 or Toll free 1-888-235-5552. We NOW accept INTERAC e-Transfer.

**CUSTOMER INFORMATION** (If you have already filled out Form omit top portion unless you have changes)

Company's Legal Name: \_\_\_\_\_

Company's Operating Name: \_\_\_\_\_

OWNER Contact (s): \_\_\_\_\_

BUYER Contact (s): \_\_\_\_\_

**Mailing Address:** Street \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code

**Shipping Address:** Street \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code

Business Hours: \_\_\_\_\_

Must be Checked:  Business Address  Residential Address  Rural Address

Email #1: \_\_\_\_\_

Email #2: \_\_\_\_\_

\*By providing us with your email address(s), you are giving us your express consent that we may send you future email correspondence, shipping information and occasional newsletters about company related business for Brittles 'n More Ltd. Of course, you may unsubscribe or have your email address(s) removed from our database at any time by contacting us or using the unsubscribe mechanism that is built into all of our emailed newsletters. Your email addresses will never be distributed to a third party.

Telephone(s): \_\_\_\_\_ Fax: \_\_\_\_\_

Order Reminder Service (Optional):  Weekly  Bi-weekly  Monthly

**CREDIT CARD RELEASE**

Brittles 'n More Ltd. Has my authorization to use this credit card on all transactions.

Company: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Card Type:  Visa  MasterCard  Visa Debit  American Express (2% Surcharge for American Express)

Credit Card #:

Expiry Date: Month  /Year  CSC:

# WHOLESALE TERMS AND CONDITIONS

## All Sales Final

### GENERAL INFO:

- Minimum order is one case.
- All prices are F.O.B. Waterloo, Ontario Canada.
- All prices and case sizes are effective as of January 30, 2016.
- Prices, Terms and Conditions are subject to change without notice.
- We welcome any questions or concerns you may have.

### MEHTODS OF PAYMENT:

We accept Visa, MasterCard, American Express AND Email Money Transfer.

1. VISA, MASTERCARD, and VISA DEBIT: This is our primary form of payment.
2. AMERICIAN EXPRESS: There will be a surcharge of 2% for your order.
3. EMAIL MONEY TRANSFER: Very easy to use through your online banking - safe and secure.

Brittles 'n More reserves the right to pre-authorize payments for orders at its discretion.

Bank drafts, money orders, cheques, cash and C.O.D.'s are not accepted.

### FUDGE HANDLING INSTRUCTIONS & PRODUCT LIMITATIONS:

1. Fudge has a 3-month shelf life / 'best before dating'.
2. Fudge has to be kept at a consistent 72°F / 22°C.
3. Fudge has to be kept out of direct sunlight.
4. Fudge Rotation - 'older' product should be sold first.
5. Unlabeled, tampered with or removed labels automatically void any customer claims.
6. The Manufacturer will not be responsible for environmental factors and handling issues that arise after items leave their Facility.
7. Manufacturer does not recommend refrigeration or freezing of fudge by retailers. The sale of product should be done on a fresh basis. The risk of temperature spikes can cause product instability. Fudge that has been refrigerated or frozen will void customer claims.
8. Manufacturer may ask for affected Product to be returned for inspection, with prior approval, to affect customer claims.

### SHELF LIFE / 'BEST BEFORE DATING':

BRITTLES - 6 MONTHS

FUDGE - 3 MONTHS (kept at 72°F, must be kept out of direct sunlight, and maintain consistent temperature at all times.)

BEERNUTS - 4 MONTHS

CARAMEL - 2 MONTHS

TURKISH DELIGHT and MARSHMALLOW- Bulk 2 MONTHS / Packaged 4 MONTHS

CHOCOLATE PRODUCTS - 6 MONTHS

BUTTER CRUNCH - 1 MONTH if uncoated

**Brittles 'n More**®

Wholesale Terms and Conditions  
Effective January 30, 2016

**Fudgery**  
**Shoppe** 

## SHIPPING & ORDERING:

- ONTARIO CUSTOMERS: Orders placed before FRIDAY 5:00 pm EST will generally be SHIPPED by the next Friday.
- CUSTOMERS WEST OF ONTARIO PLUS NEWFOUNDLAND: Orders placed before WEDNESDAY 5:00pm EST will generally be SHIPPED by the next Friday. (Note: destinations with longer shipping times may be delayed)
- Please allow for extra shipping time during the summer months, holiday seasons and around long weekends. Please specify what type of labeling is required (i.e. headers or no headers, fudge labels etc.). Charges for delivery service (CanPar/Loomis/Canada Post etc.) are based on weight or dimensional weight, handling costs, fuel surcharges, taxes and Postal Codes (zones). Other charges may become applicable as determined from time-to-time.
- Orders of over 1,000 slices of Fudge or 50 cases of total product MAY take extra production time. These situations will be discussed with customers/retailers on an order-by-order basis.

**FOR ACCURATE ORDER PLACING PLEASE FAX OR USE ONLINE ORDER FORM.**

## FRAGILE ITEMS:

Every effort is made to ensure products are packed to arrive in the best condition. Some normal cracking or breakage is to be expected with delicate items such as: Sponge Toffee, Chocolate Sponge Toffee and Brittle. If you feel that there has been excessive cracking or breakage, please contact us and/or send us a picture. We will be pleased to address your concerns.

## PRINCIPAL DISPLAY PANELS:

Customers who purchase product in bulk, unlabeled or with generic white labeling take full responsibility to ensure the application of a 'Principal Display Panel' on the product which includes the following, as a minimum: Name of Business, basic address information and telephone number.

## CLAIMS AND DAMAGES:

Please count and inspect your shipment carefully upon arrival, you are signing that you received the full shipment in satisfactory condition. In the event of a shortage, product damage or the shipment is not to your expectation you must call within 48 hours. **ADDITIONALLY, YOU MUST KEEP ALL THE ORIGINAL SHIPPING CARTONS AND ALL THE PACKAGING** (we cannot issue you a credit or replacement unless this procedure is followed).

## BACK ORDERS:

We do not ship backorders. Short shipped orders will be discussed with customers/retailers on an order-by order basis.

## PICKUP ADDRESS & OFFICE HOURS:

Pick-ups at Waterloo location Only.  
180 Frobisher Drive, Unit 2, Waterloo, ON N2V 2A2  
Tel: (519) 884-3505 Fax: (519) 884-9854  
Office Hours: Monday - Friday 9am - 5pm. Closed Saturday, Sundays and all Statutory Holidays.  
Pickup Time: Fridays 9am - 5pm.

## MAILING ADDRESS:

180 Frobisher Drive, Unit 2, Waterloo, ON N2V 2A2  
Telephone: (519) 884-3505, Fax: (519) 884-9854

## CONTACT US:

Tel: (519) 884-3505 Fax: (519) 884-9854  
Email: [request@thefudgery.ca](mailto:request@thefudgery.ca) or [contactus@brittles-n-more.com](mailto:contactus@brittles-n-more.com)  
Websites: [www.thefudgery.ca](http://www.thefudgery.ca) or [www.brittles-n-more.com](http://www.brittles-n-more.com)

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Version # 03-02-2016