

ENTRENUUE NEW CLIENT PROFILE

Official Corporate Name: _____

Date: _____ Years In Business: _____ Number Of Employees: _____

TYPE OF BUSINESS

Sole Proprietorship Partnership Corporation LLC

BILLING INFORMATION

All notifications and correspondence will be sent to this address. Our shipping department will also include an invoice (with pricing) and a packing slip (without pricing) in the carton with each order upon request.

Billing Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____ Secondary Email: _____

SHIPPING INFORMATION

Please provide separate list of additional locations if necessary

Shipping Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

GENERAL INFORMATION

TYPE OF BUSINESS (CHECK ALL THAT APPLY)

<input type="checkbox"/> Retail store	_____ # of locations	<input type="checkbox"/> Website	_____ # of websites
<input type="checkbox"/> Home party/events	_____ # of reps	<input type="checkbox"/> Distributor	_____ # of warehouses
<input type="checkbox"/> Amazon store	<input type="checkbox"/> eBay Store	<input type="checkbox"/> Walmart.com	
<input type="checkbox"/> Spa	<input type="checkbox"/> Medical Office	<input type="checkbox"/> Pharmacy Clinic	
<input type="checkbox"/> Other (please explain): _____			

BUSINESS LISTINGS

Please list all company names, websites, Amazon stores, eBay stores, and any other selling sites you may be working with. Failure to do so may result in loss of purchasing privileges. All changes and additions must be communicated within 7 days.

Please list all websites you operate including storefronts on 3rd party sites (ex: Amazon and eBay)

Please list any other names you operate under

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CONTACT INFORMATION

Owner Contact Information

Name: _____

Phone: _____ Email: _____

Contact for (check all that apply)

- P.O. Confirmation Backorders Catalog Tracking
 New Products Invoices/Payment Issues

Purchasing Contact Information

Name: _____

Phone: _____ Email: _____

Contact for (check all that apply)

- P.O. Confirmation Backorders Catalog Tracking
 New Products Invoices/Payment Issues

Billing Contact Information

Name: _____

Phone: _____ Email: _____

Contact for (check all that apply)

- P.O. Confirmation Backorders Catalog Tracking
 New Products Invoices/Payment Issues

Shipping/Receiving Contact Information

Name: _____

Phone: _____ Email: _____

Contact for (check all that apply)

- P.O. Confirmation Backorders Catalog Tracking
 New Products Invoices/Payment Issues

Store Manager Contact Information

Name: _____

Phone: _____ Email: _____

Contact for (check all that apply)

- P.O. Confirmation Backorders Catalog Tracking
 New Products Invoices/Payment Issues

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Please choose one of the following shipping options

- Please ship my orders UPS Ground using my account: **Account #** _____
- Please ship my orders FedEx Ground using my account: **Account #** _____
- Please ship my orders the Best/Cheapest Way, adding cost to invoice.

*We are happy to use any carrier of your choice if you have an established account with that carrier.

Do you have any other shipping or packing preferences that we need to be aware of or special instructions for your orders? Please specify: _____

BACKORDERS

All backorders are cancelled unless specified.

HOW DID YOU HEAR ABOUT ENTRENUUE? Check all that apply:

Referred by:

- Tradeshow: _____
- Magazine: _____
- Online Search: _____
- Social Media: _____
- Referring Website: _____

ACKNOWLEDGEMENT

I, _____ hereby acknowledge that all the provided information is accurate.

Signature: _____ Date: _____

MAP AGREEMENT

1. Entrenue has the responsibility of managing Minimum Advertised Price (MAP) for many of the brands we offer. In an effort to streamline compliance with MAP requirements set forth by manufacturers Entrenue manages, we require all customers to sign our general MAP agreement.

Any advertised or published selling price for brands that have MAP must be at MAP pricing or higher. MAP applies to advertised prices. In this instance, "advertised" or "published" includes, but is not limited to, the print or list price on any website, publication, newspaper or other media electronic or printed. Rebates, coupons, credits, percentage discounts or any manner of discounting which results in a net advertised price below MAP, regardless of any other circumstances, will be considered non-compliant with the MAP policy.

Although Retailers remain free to establish their own resale prices, each brand reserves the right to cancel all orders and/or indefinitely refuse to accept any new orders from any Retailer that they feel violates their MAP agreement.

As a Retailer, it is your responsibility to maintain the MAP set forth by these brands. By signing below, you acknowledge that you understand and agree to follow the MAP agreements. ALL MAP pricing and agreements can be found on our website, entrenue.com or by contacting your Entrenue Account Manager. By signing, you also acknowledge that additional signed MAP agreements may be necessary as required by each brand.

Entrenue takes MAP guidelines very seriously and reviews online retailers and auction sites to ensure compliance. If a violation is found, Entrenue's policy is:

- a) **First Offense:** Retailer will be sent a written notice and allowed twenty-four (24) hours to bring advertising into compliance.
- b) **Second Offense:** Retailer will be sent written notice ordering suspension for the brand in question to go into effect starting the day the written notice is sent.
- c) **Third Offense:** Entrenue will terminate all orders for the violated brand to the Retailer immediately. Entrenue will not provide prior notice or issue warning before taking action under this policy. Manufacturers and/or distributors will also be notified of violations.

If your Retailer account continues to have MAP violations, Entrenue reserves the right to delay account activation until further notice and, in some cases, your account could be suspended indefinitely.

This policy may be modified by Entrenue as deemed necessary. The Retailer agrees and is required to update Entrenue of any changes to their selling outlets including the addition of websites, company name changes, DBA's, change of ownership, etc. This policy supersedes all previous policies and must be followed by all Retailers.

2. The applicant's signature attests to the financial responsibility, ability and willingness to pay invoices in accordance with our terms.

3. I certify that all the information on this form is correct and true to the best of my knowledge.

Signature: _____ Date: _____

Printed Name and Title: _____

EMAIL DIRECTORY

ORDERS & CUSTOMER SERVICE
orders@entrenue.com

DROP-SHIP ORDERS
dropship@entrenue.com

RETURNS & DAMAGES
returns@entrenue.com

INVOICING & ACCOUNTING
accounting@entrenue.com

GRAPHICS
graphics@entrenue.com

WEBSITE & API
web@entrenue.com

NEW PRODUCT SUBMISSION
kim@entrenue.com

VP OF SALES & MARKETING
lily@entrenue.com

SALES
SALES@entrenue.com
kim@entrenue.com
val@entrenue.com
kalie@entrenue.com
stephanie@entrenue.com

ADDRESS
Entrenue
3502 East Atlanta Avenue
Phoenix, AZ 85040

PHONE & FAX
Toll Free: 800.368.7268
Local: 602.437.0597
Fax: 602.454.BOOK (2665)

WEBSITE & SOCIAL
entrenue.com
Twitter: @EntrenueDist
Instagram: @Entrenue
Facebook: /EntrenueDist

OFFICE HOURS
Monday – Friday
9:00-5:00 Arizona PST/MST*
*Please note: Arizona does NOT observe Daylight Savings.

OFFICE CLOSED
New Year's Day
Memorial Day
4th of July
Labor Day
Thanksgiving & Black Friday
Christmas Eve & Day

ORDERS
Place your orders via:

Web: www.entrenue.com
Email: orders@entrenue.com
Phone: (Toll Free) 800.368.7268
(Local) 602.437.0597

*Please visit our website and select "Create an Account."
You must be approved before being able to browse or order from our website.

WHOLESALE SHIPPING
Our goal is to ship within 24-48 hours of receiving your order, please consider longer times during the holidays. All orders are shipped via FedEx unless otherwise requested. All orders are shipped F.O.B Phoenix, AZ. Customers are responsible for all freight charges and additional insurance.

TRACKING
For tracking information, please send an email to orders@entrenue.com

DAMAGES & MIS-SHIPS
Customers shall verify the contents of each shipment upon receipt. Claims must be made to us within 7 days of receipt of merchandise. If there is a discrepancy or if any items were damaged during transit, you must retain the box that the item(s) arrived in so that we may file a claim with the carrier. Please do not add or deduct any amounts from invoices for any reason until an Entrenue credit or debit memo has been issued. This includes, but is not limited to mis-ships, damages, and/or defective items. Please email accounting@entrenue.com to report any issues with an order or for questions about an invoice.

DROPSHIPS
We are proud to offer drop-shipping to our customers for a nominal service charge per order. We ask that orders be submitted to us no later than 12:00pm Arizona - for same day shipping.

Please send all drop-ship orders to: dropship@entrenue.com or place drop-ship orders on our website by selecting "drop-ship" at checkout.

Unless otherwise specified, our default method is to send drop-ship orders via USPS cheapest way within 24 hours. We will do our best to accommodate all shipping requests.

PRICING & RETURNS
NO returns are accepted without prior authorization and an Entrenue-issued RA#. You may call 800.368.7268 or email us at returns@entrenue.com for authorization and instructions. Defective goods will be replaced or given account credit. Please note all prices are subject to change without prior notice.

WHOLESALE ONLY
Entrenue does not sell retail or directly to the general public.

API, DATA & MEDIA LIBRARY
Entrenue has a number of ways to support our customers with online stores. Our API makes it possible for online stores to stream our data, images, inventory and shipping information directly to their store, while orders placed on those integrated stores come directly through to our website. For more info on our API, contact web@entrenue.com. For customers looking for information on our products, they can also access our XML or CSV file. Web resolution images can be found in our Media Library. Any requests to provide additional information will be directed back to these downloads. If you require higher resolution images than 1200x1200 pixels, please contact graphics@entrenue.com.

CUSTOMER TOOLS
Entrenue now features useful tools to help our customers promote and sell their products. We provide training sheets, branded web banners and monthly themed campaigns for download on the Customer Tools page on our website. These assets can be used on social media, websites or email campaigns.

PAYMENT AUTHORIZATION FORM

A VALID CREDIT CARD MUST BE KEPT ON FILE AT ALL TIMES TO MAINTAIN ACTIVATION AND ALLOW ORDER PROCESSING.

CREDIT CARD AUTHORIZATION

This card will be kept on file for all orders

Company Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

CARDHOLDER INFORMATION

Type of card

VISA Mastercard American Express

Name as it appears on card: _____

Credit Card Number: _____

Expiration Date: _____ CVV Code: _____

CONTACT INFORMATION FOR ANY ISSUES WITH CARD

Phone: _____ Fax: _____ Email: _____

AUTHORIZATION

I authorize Entrenue to use this form for all subsequent orders that I will charge to this card number.

By signing this statement, I authorize Entrenue to charge my card for all orders.

If I need to change my method of payment, I will notify Entrenue immediately.

Signature of Cardholder: _____ Date: _____

Entrenue is proud to offer Dropship Services to our customers for a \$2.00 service charge per order.

SHIPPING METHOD

Our default method is to send dropship orders United States Postal Service (USPS) “cheapest/best way” unless a different method of shipping is requested. We are happy to accommodate most shipping requests. Orders must be submitted to us no later than 12pm Arizona time (MST/PST) for same-day shipping. Otherwise, it will be processed on the following business day.

INVOICING

We do not include any paperwork or advertisements in the packages. A copy of our invoice will be emailed to you with the tracking number at the time of shipping. Specialty packaging, wrapping and/or marketing materials may be added to your orders if requested. Additional charges may apply.

RETURN ADDRESS

The return address on the shipping labels is our address without a company name, in discreet packaging. It appears exactly as shown below:

Shipping Department
3502 E. Atlanta Ave.
Phoenix, AZ 85040

DROPSHIP RETURN POLICY (DOMESTIC ORDERS ONLY)

- Returns are only allowed for defective goods, generally only for vibrating items. Returns are not allowed for change of mind, unsatisfied with product/result, price, etc.
- Damaged items must be reported within 7 days of receiving the order
- Defective units must be reported within 30 days of receiving the order.
- If the item is damaged or defective, we can process the exchange one of two different ways:
 - NEW ORDER:** Process a new order. The Entrenue Retailer (you) would have to pay for another item to be shipped, however, there would be no dropship fee or shipping charge. We will also email the Entrenue Retailer (you) a Return Authorization # and a link to a website where you can retrieve a prepaid shipping label. You will then forward it to your consumer with the return instructions and the consumer will return the item directly to us. At the time the return is received, we will issue credit to your Entrenue account to be applied towards a future order.
 - EXCHANGE:** We will email the Entrenue Retailer (you) a Return Authorization # and a link to a website where you can retrieve a prepaid shipping label. You will then forward it to the consumer with the return instructions, and the consumer will return the item directly to us. When the defective item is received, Entrenue will send a replacement at no charge or shipping cost. (Entrenue never communicates with the consumer.)
- Please send an email to dropship@entrenue.com with the Entrenue invoice or your PO#, consumer’s name, a brief explanation of the issues, and if you’d like a NEW ORDER or EXCHANGE processed.
- Dropship orders are NOT insured if sent USPS.** If, for some reason, the tracking shows the package as delivered but the consumer is stating it never arrived, Entrenue will NOT be responsible for the replacement. Please request insurance when place the order (cost varies).
- International Order Policy.** Entrenue cannot be held liable for any warranty or damage claims for shipments outside of the US due to the various customs departments, electrical systems and mail carriers that encounter the items and the package. All shipping costs for returns or replacements on international orders are the responsibility of the retailer. Entrenue does not reimburse any customs or import duties, brokerage fees, or taxes paid on shipments.

DROPSHIP FAQs

Q: There is a \$2.00 service charge per order but are there also shipping charges?

A: Yes, based upon weight, shipping address and your shipping preference. Most of our dropship customers choose “Best Way” as their preferred shipping method. We can estimate total cost after goods are packaged, weighed, and calculated. If your customer doesn’t pay for expedited shipping, having “Best Way” on the order will allow us to price shop between carriers. If the package is 4lbs or less, it is generally cheaper to send it through USPS.

Q: How can I estimate the cost of shipping for my order(s)?

A: We provide weights of every product unpackaged. Please refer to our website for the product weight and dimensions. If shipped in a cardboard box, the box and packing paper will add about .25-1lb depending on the items and size. Most items can be shipped in a padded envelope which only adds 1-2oz to the weight. Multiple item orders may need to be boxed. Please refer to the follow websites for shipping cost estimates: postcalc.usps.com

Q: What info do I need to send over with the order?

A: If submitting dropship orders via email, please use this format:

Dropship to:

John Doe
1234 N. Maple St.
Phoenix, AZ 85040

Item(s): 1 - 99142 - Club Vibe 2.OH
Shipping Method: Best Way

Q: When do I receive the tracking number?

A: Each order will be invoiced separately. You will be emailed an invoice with tracking in the body of the email as well as on the invoice. This generally occurs at the end of the business day.

Q: Do you offer Express shipping and what is the cost?

A: We do offer USPS Priority Mail Express and FedEx Express. The cost varies by weight and zip code. We charge exactly our cost which is typically less than standard retail rates. Please note, some addresses are not a 1-day point. Postcalc.usps.com/ServiceCommitments.aspx

Q: Do you offer International shipping and what is the cost?

A: Yes, we offer International shipping. It is usually less expensive to send the package First Class International if the package is 4lbs or less. Priority Mail International, Priority Mail Express International, FedEx and DHL Express are also available. Please note there is usually not any tracking information available with USPS once it leaves the US. Some shipments, especially First Class, can take up to 45 days to be delivered. DHL Express is the fastest and is usually delivered in 1-2 days. When sending the order, please provide the address including the country exactly as it should appear on the shipping label. Insurance is highly recommended on International shipments.

Q: Can I be billed once a month for all orders instead of for each transaction?

A: All orders must be charged the day they are shipped. We generally process dropships in groups by each company and charge all orders at once. For example, if you have 10 drops at \$50.00 each, we charge your card \$500.00 in one transaction.

Q: What happens if a product is on back order or is no longer available?

A: You will be notified immediately. At that time, you can authorize us to hold the order until it is back in stock, substitute the item, send a different color, or cancel it.

Q: Do you know what disclaimers I need to have on my website as far as containing adult products?

A: Every state and country has different laws and regulations. Please consult your web designer and/or attorney.