



DROP SHIP INFORMATION

Entrenue is proud to offer drop shipping to our customers for a **\$2.00** service charge per order.

SHIPPING METHOD

Our default method is to send drop ship 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 **10:00am Arizona time (MST)** for same day shipping. Otherwise it will be processed the following business day. Other shipping carriers we use are UPS and DHL (International shipments only). If you prefer a different carrier such as FedEx, the order(s) must be shipped using your account number. FedEx Ground shipments are not picked up the same day the order is placed. FedEx requires 1 business day to process Ground pick-ups, this does not apply to FedEx Express shipments. Please provide your account number when submitting the order. Please note we do not have regular pickups from other carriers and you may be charged a pickup fee.

INVOICING

We do not include any paperwork or advertisements in the packages. If you would like a packing slip to be included with the drop ship order, we are able to add it to the box if requested. Please send it via email as an attachment with your order. 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 apply.

Please choose one of the following:

- ☐ Please include packing slip that I will provide with each order
- ☐ Do not include any paperwork with my drop ship orders

PLACING DROP SHIP ORDERS

Drop ship orders may be placed by phone 800-368-7268, fax 602-454-2665, email (dropship@entrenue.com), or on our website. The website is our preferred method to receive drop ship orders.

RETURN ADDRESS

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

**SHIPPING DEPARTMENT
3502 E. ATLANTA AVE.
PHOENIX, AZ 85040**

Please specify any additional shipping requirements or requests for your drop ships below:

DROP SHIP 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, 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 customer (you) would have to pay for another item to be shipped. However, there would be no drop ship fee or shipping charge. We will also email the Entrenue customer (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. 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 customer (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 issue, and if you'd like a **NEW ORDER** or **EXCHANGE** processed.

6. **Drop ships 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 placing the order (cost varies). UPS shipments include \$100 insurance automatically.
7. **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 come in contact with the items and the package. All shipping costs for returns or replacements on international orders are the responsibility of the customer. Entrenue does not reimburse any customs or import duties, brokerage fees, or taxes paid on shipments.

FAQS

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

Yes, based upon weight, shipping address and your shipping preference. Most of our drop ship customers choose "Best Way" as their preferred shipping method. We can estimate for the most part what the cheapest method is when sending an order once we can see how much it weighs packed up and where it's shipping to. If your customer doesn't pay for expedited shipping, having "Best Way" on the order will allow us to price shop between UPS & USPS. As long as the package is 4LBS or less it is generally cheaper to send it through the postal service.

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

We can 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 ¼ -1 pound depending on the items and size. Most items can be shipped in a padded envelope which only adds 1-2 ounces to the weight. Multiple item orders may need to be boxed. Please refer to the following websites for shipping cost estimates.

For USPS: <https://postcalc.usps.com/> For UPS: https://wwwapps.ups.com/ctc/request?loc=en_US&WT.svl=PNRO_L1

What info do I need to send over with the order and in what format to have a packing slip included with my customers order?

You can email the order to dropship@entrenue.com and attach your packing slip to the message. You can also place the order online but cannot attach any documents there. If the order is placed online, you will need to email the packing slip separately. Please state in the email that the order was already placed online. This is very important! Otherwise your order will be double shipped. Most customers forward the web order confirmation they received and then attach the packing slip to that message so it's very clear the order was placed online already. The information required is the name, shipping address, shipping method and items to be shipped. For example:

DROP SHIP TO:

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

Item(s): 1 – 99142 – Club Vibe 2.0H

Shipping Method: Best Way

When do I receive the tracking number?

Each order will be invoiced separately. You will then be emailed an invoice; the tracking # will be in the body of the email as well as on the invoice. This generally occurs between 3-5pm MST.

Do you offer Express shipping and what is the cost?

We do offer USPS Priority Mail Express; the cost varies by weight and zip code. We charge exactly our cost which is typically 5% less than standard retail rates. However, due to our daily pick-up time with USPS, Express shipments may take 1 additional day. Please note, some addresses are not a 1 day point. The following link is very helpful to verify Priority Mail Express is an option and for checking the transit time to the designated address: <https://postcalc.usps.com/ServiceCommitments.aspx>

Do you offer International shipping and what is the cost?

We do offer International shipping. It is usually least expensive to send the package First Class International if the package is 4lbs or less. Priority Mail International, Priority Mail Express International, and DHL Express is 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. **Insurance is highly recommended on Intl. shipments.** When sending the order, please provide the address including the country exactly as it should appear on the shipping label.

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

All orders must be charged the day they are shipped. We generally process drop ships 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.

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

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.

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

Every state and country has different laws and regulations; please consult your web designer and/or attorney.