



# ENTRENUUE

Clever Finds for Clever Minds

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## FREQUENTLY ASKED QUESTIONS

### COMPANY OVERVIEW

#### What does Entrenue mean?

It is a play on two French words that mean "between you and me"

#### How long have you been in business?

Entrenue was founded in 1994, we are proud to be celebrating our 20th anniversary.  
Joe Casella purchased the company in 2006.

#### Who is Entrenue?

We are a specialty boutique distributor, more niche than "one-stop-shops", and a great compliment to someone other companies you may currently buy from. Some highlights of our offerings include:

- The most extensive assortment of books pertaining to sexuality offered by any distributor
- Superior quality adult toys, luxury items and rare hard-to-find items that other distributors do not offer
- Organic products including candles, lubricants, lotions and potions
- Games for couples or parties, sexy activity cards, kits and coupons
- Fun party-ware and novelties
- Playful bondage and sensory products
- Instructional DVD's, select feature films and special-interest titles

We have a strong passion for sexual **education** and providing **healthy** body-safe sex products that improve intimacy. Our product line tends to be **focused more toward women and couples** and higher-quality items with tasteful packaging. We really believe that what we and YOU are doing is good work in the world.

#### What are some brands you offer?

- |              |               |                     |                     |
|--------------|---------------|---------------------|---------------------|
| • Jimmy Jane | • Fun Factory | • Laid              | • Sliquid           |
| • Je Joue    | • Bswish      | • Bijoux Indiscrets | • Intimate Organics |
| • We-Vibe    | • SpareParts  | • njoy              | • Blossom Organics  |
| • LELO       | • NobEssence  | • Minna Life        | • S+HE Aftercare    |

#### Do you have your own retail site?

We do wholesale sales **ONLY** – we do not sell retail.

#### Do you have minimums?

We have **NO** minimums!

#### Do your items have MSRP's or MAP's?

An MSRP is the Manufacturer's Suggested Retail Price and there are no restrictions on what price you decide to sell it for. A MAP is a Manufacturer's Minimum Advertised Price. Manufacturer's do not authorize retailers to sell below that price.

Many of our affordable luxury lines do have suggested MSRP's and MAP's (Minimum Advertised Price) that customers are required to maintain. An Entrenue MAP agreement is included in your New Account Paperwork, however additional signed MAP agreements may be required on certain lines. All MAP requirements and MAP agreements can be found on our website, [www.entrenue.com](http://www.entrenue.com).

Most of our books have a pre-printed price from the manufacturer clearly stated on the item. Your Account Rep would be happy to point out the books that do not.

#### What is your turn around time on orders placed?

We do our best to ship orders as **quickly** as possible. For retail business orders, our standard ship time is within 48 hours of receipt, but during high volume seasons, that can be longer. For drop ship orders it is 24 hours or 1 business day.

#### Do you manufacture anything?

No, but we private label a few things like our Sex Kitten line and Luxe Boudoir Clitoral Inspiration Gel. We are either the exclusive or key distributor of other lines like We-Vibe, njoy, Laid, Crave, Fun Factory, Jimmy Jane, Je Joue, Sliquid, Good Clean Love, and OhMiBod.

#### Do you offer Drop Shipping Services?

We are proud to offer drop shipping services. More information can be found below.

#### What are your best sellers?

It usually depends on either what kind of business you have and what your customer base is. Your account Rep can tailor a list for your business and help you with the selection.

### **Do you offer discounts?**

We do not offer general discounting. We do a built in discount of 10-15% below wholesale on most of our mainstream lines. Most of our prices come in right around the same price (sometimes even less!) than what another company may offer AFTER they give you a discount off of an inflated wholesale price and ask people to buy in larger quantities or high minimums. We don't have any minimums, so we've tried to make the pricing fair for everyone.

## **ORDERING WITH ENTRENUUE**

### **How do I place my first order?**

Ordering with Entrenue is easy!

All that we require is an actual copy of your business license or reseller's permit along with our New Account Form. Once we have that in hand, you are free to place your first order.

Your first order may be placed via email, fax or phone. After your initial order has been placed, we can set up an online account that will allow you to place orders through our website [www.entrenue.com](http://www.entrenue.com) if you prefer.

### **What are acceptable methods of payment?**

We currently accept Visa, Master Card and American Express, Discover or COD payments.

### **Do you offer Terms?**

A minimum of three orders must be placed before a request for Net 30 Terms will be considered.

In order to be considered for Net 30 Terms, an Application for Credit with Entrenue must be submitted and returned. If you have a credit sheet prepared that includes the required information, you can submit your prepared credit sheet in its place. We do require at least three current credit references that you have established Net 30 Terms with. We are unable to grant Net 30 Terms to International clients at this time.

If you are granted terms with Entrenue, please note that we are a strict Net 30 company and require that invoices be paid within 30 days of the invoice date at all times. The 30 days are calculated from the invoice date, not from the date the order is received at your location. If you do go past 30 days, we will revert your account back to credit card or COD terms, and finance charges may be applied to your balance.

### **What is your standard method of shipping?**

For retail business orders UPS Ground is our standard method of shipping.

You may provide us with a UPS account number if you would like us to ship on your account instead of ours.

Please note that we can ship on YOUR FED EX account, however FED EX Ground orders cannot ship the same day. Please allow an additional 48 hours.

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

## **RETURNS**

All returns must be approved by an authorized Entrenue staff member by sending an email to [returns@entrenue.com](mailto:returns@entrenue.com) with the invoice # and a brief explanation of the request.

Returns are not authorized for:

- Change of mind
- Unable to sell product
- Unsatisfied with product/result, etc

All returns must be defective of some sort, or damaged in transit. All defectives must have the reason/findings as to what is wrong with the item. RA#'s are generally only issued for vibrating items.

For a complete explanation of our return policy, please see RETURNS tab of this document.

## **DROP SHIP ORDERING**

### **Do you have a charge for drop ship orders?**

Yes. There is a handling fee of \$2.00 per order in addition to any shipping costs.

### **How quickly will my drop ship order be processed?**

We do our best to ship all orders placed by **10:00am MST (Arizona)** the same day they are received. Orders received after the cutoff time may be held until the next business day for processing.

### **How do I place a drop ship order?**

You can email the order to [dropship@entrenue.com](mailto:dropship@entrenue.com) and attach your packing slip to the email. You can also place it online but cannot attach any documents there. If the order is placed online, you will need to put the information in the "Instructions" section of the order.

Please be sure to include the following required information customer name, shipping address and shipping method.

**What info do I need to send over with the order and in what format to have an invoice included with my customers order?**

At a minimum, we need the following:

- Customer's name
- Shipping address clearly stated
- The item number and item description
- Method of shipping

If you choose to include a packing list, you will need to provide that to us as well.

**What is your standard method of shipping for drop ship orders?**

Our default shipping method is "cheapest way" unless otherwise indicated on the order.

We can estimate for the most part which is cheapest when sending an order once we can see how much it weighs packed up. We compare between UPS & USPS.

**How does the return address appear on the label?**

We are unable to accommodate specific return addresses at this time.

The return address will appear exactly like this:

SHIPPING DEPARTMENT  
3502 East Atlanta Avenue  
PHOENIX, AZ 85040

**How will returns work if something is damaged or does not work?**

Please contact [returns@entrenue.com](mailto:returns@entrenue.com) with invoice number and a brief description of the issue.

**When do I receive the tracking number?**

Each order will be invoiced separately and you will be emailed individually as processed with an attached invoice and

**Do you offer express shipping and what is the cost?**

We do offer express, the cost varies, we charge exactly our fees which are typically 5% less than standard rates. The following link is a great guideline for verifying express is an option for the designated address:

[http://webapps.usps.com/expressmailcommitments/commitments\\_results\\_w.jsp?search](http://webapps.usps.com/expressmailcommitments/commitments_results_w.jsp?search)

This is also a great tool for all postal service shipping options <http://postcalc.usps.gov/>

**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.

**Do you offer drop shipping discounts if orders reach a certain amount?**

There is currently not a discount program in place. Entrenue offers the drop ship program at true cost to all of our customers.

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

Every state has different laws and regulations; please consult your attorney.

**What happens if a product is on backorder 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 or cancel it.



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## LIST OF CONTACTS

|      |                   |                                       |  |
|------|-------------------|---------------------------------------|--|
| X226 | Joe Casella       | President                             | <a href="mailto:joe@entrenue.com">joe@entrenue.com</a>           |
| x222 | Mallory Porter    | Drop Ship Coordinator                 | <a href="mailto:dropship@entrenue.com">dropship@entrenue.com</a> |
| x225 | Skye Haley        | Accounting & Operations Manager       | <a href="mailto:skye@entrenue.com">skye@entrenue.com</a>         |
| x227 | Kim Maty          | Senior Sales + Buyer                  | <a href="mailto:kim@entrenue.com">kim@entrenue.com</a>           |
| x228 | Lou Crosswhite    | Warehouse Manager                     | <a href="mailto:lou@entrenue.com">lou@entrenue.com</a>           |
| x229 | Liz Pomeroy       | Senior Graphic Designer               | <a href="mailto:graphics@entrenue.com">graphics@entrenue.com</a> |
| x231 | Jen Urso          | Web Content Manager                   | <a href="mailto:web@entrenue.com">web@entrenue.com</a>           |
| x236 | Sara-Jean Jones   | Administrative Support                | <a href="mailto:sarah@entrenue.com">sarah@entrenue.com</a>       |
| x236 | Val Cutter        | Sales Manager                         | <a href="mailto:val@entrenue.com">val@entrenue.com</a>           |
| x237 | Rita Grant Renfro | Administrative + Accounting Assistant | <a href="mailto:rita@entrenue.com">rita@entrenue.com</a>         |