

WHOLESALE TERMS & CONDITIONS

GENERAL TERMS

Minimum Order of 1000 USD

HOW TO GET STARTED

Finalized order confirmation with sent to customer for verification.

Once the order is confirmed, a deposit of 25% (Of order total) is requested to get started.

Once the order is ready for shipment, we will send email requesting remaining of the balance.

Once the balance is paid in full, order is shipped out within 24 hours with tracking details.

SHIPPING TERMS

All USA shipping is from our NJ office.

Shipping and handling rates are based on the percentage of the order total.

ORDER PRICE	PERCENT
\$500 - \$899	10%
\$900-\$1399	5%
> \$1400	2.5%

RETURNS & EXCHANGES & REFUNDS

We want you to love what you purchase, but if something isn't right do let us know. In the unlikely event that something you ordered from us is damaged or defective, or if product delivered is different from what you had expected in size or style, please contact us (info@shopthuli.com) for resolution.

Please ensure the product is unused and in the same condition as you received it with original invoice, and preferably in its original packaging. Please return the product within 14 days from the date on which your order was delivered.

We do not accept returns and exchanges for items delivered in perfect condition as per the order.

All returns/exchanges are subject to quality check at our end. Please note we only accept return/exchange within 14 days of delivery date; also, we do not accept return/exchange for made-to-order/custom items and accessories, unless it is a quality defect. Refunds are processed back to your original mode of payment once we received the order back from you.

PAYMENT

Payment for domestic orders in USA can be made via PayPal, Melio, ACH, and QuickBooks invoicing.

THULI LLC, 117 Harding Ave, Westwood, NJ 07675

Payment for international orders can be made only via Paypal. All prices are in US Dollars. If you are making a payment in currency other than US Dollars, the currency will be converted to US dollar at the current exchange rate. Additional fees may apply for currency conversion.

Note – Any type of payment other than ACH will add a 2.9 percent processing fee.

DUTIES & TAXES

Duties & Taxes for orders are not included in your order and are over and above any shipping and handling charges. Most countries charge duties on imported items which are levied at the time of port entry, and they vary based on the destination country and the products imported. You will need to pay the applicable duties and taxes directly to the shipping agency (DHL, FedEx etc.) at the time of your order delivery after you receive an invoice by the shipping agent.

NON-AVAILABILITY ON DELIVERY

Our delivery partners will attempt to deliver the packages three times before they return it to us. Please provide the complete & accurate shipping address including zip-code and a mobile number. If the delivery of a package is declined upon arrival at the destination or in customs for any reason, we will charge a fee to compensate for the time and expense of processing the package's return. Similarly, when the courier is unable to successfully deliver a package to the address provided and instead returns the package to us, regrettably, we will charge a fee.

LOST, DAMAGE AND STOLEN PACKAGES

Though we always strive to provide a superior customer experience, mail couriers on occasion experience lost, stolen, and/or damaged packages. Unfortunately, we cannot be responsible for the couriers and would not be able to reimburse you in the event that your package is delayed, lost, stolen, or damaged. We'd recommend that you contact the courier directly.

3RD PARTY RESELLING

We do not allow any stock-list to resell on any 3rd party platform. This is to keep a fair marketplace for all our wholesalers and to maintain a level of aesthetics for the brand.

PRODUCT PROPERTIES AND WASH CARE

All THULI products are handcrafted using the finest natural fibers. The subtle variations in color, texture and finish are intrinsic to hand made products. Our products involve crafts-based traditions of hand spinning, dying, weaving, wood block printing and embroidery. We use both vegetable dyes and commercial dyes with the goal of minimizing our impact on the environment while striving for the best color properties. An irregular weave or print is not a defect - handloom means uncertainty when it comes to uniformity. All our garments are dry-cleaning or hand-wash in cold water.

CONTACT

201-406-7144 / INFO@SHOPTHULI.COM