



## Drop Ship Program

### **How do I set up a Drop Shipping Account with Escante, Inc.?**

To set up a drop shipping account with Escante, Inc. and you are not currently a customer, you must complete a Customer Account Form and a Credit Card Authorization Form. If you are already a customer, please call your customer service representative and let them know you will be participating in this program.

### **Is an Escante, Inc. Drop Ship Account Free?**

Yes, a drop ship account is free to setup. We are able to offer all images to each customer and simply ask you to include on your website or catalogs "Authorized Escante Retailer" and complete and return our Image Release form.

### **Where do you ship to?**

We currently ship to the Contiguous U.S. We do not ship to Alaska, Canada, Hawaii, Puerto Rico, or to P.O. Boxes.

### **How long does it take to ship orders?**

Orders are shipped within 24 to 72 business hours upon receipt of email. Our business hours are Monday thru Friday from 8:00AM to 5:00PM CST.

### **Who do you ship with?**

We ship via UPS.

### **Are my orders traceable?**

Yes. UPS provides tracking numbers and date shipped.

### **Whose name and information is listed on the outside and inside of the packages?**

When shipping direct to your customer they will be receiving an invoice for all items ordered and the Ship To will either have your mailing label which you must provide us, or your customer will only have an invoice with Escante's information on it along with the Bill To and Ship To information. The goods are tagged with "Escante" hang tags.

### **What is your return policy?**

Contact by you must be made within 15 days of the date the order was received by your customer if anything needs to be returned. A credit on your credit card will be applied once items have been received back to our warehouse.

### **Are there minimums for orders?**

No there are no minimums.

### **Are there additional fees for the Drop Shipping Program?**

There will be a standard \$5.00 fee added to all orders; along with that fee you will be paying shipping costs for each order.

### **Are all items available for Drop Shipping?**

Yes all items will be available for this program, any item not in stock will be backordered unless otherwise noted by you. We will hold backorders for 90 days and if item is still not in stock the order will be canceled.