



THIS ILK

WHOLESALE POLICY

NATURE OF HANDMADE & VINTAGE PRODUCTS

Each piece is a handmade and unique work of art to be cherished. Due to the nature of our production method, each product may vary slightly. Plus, most of the pieces are limited editions as they are created from vintage lace as well as other materials from dead stock dating from the 1960's and 70's. There may be slight discoloration or scuffs due to this vintage nature. This is part of the jewelry's uniqueness and story.

WHOLESALE PRICING

All prices on our wholesale online shop are listed in Canadian dollars. Prices are subject to change without notice. We include name tags and pricing (suggested retail price) on each item for Canadian orders, and names tags only for international orders. Please mention if you would like otherwise. Should you use your own tags, we require that our brand name remains visually associated with the product.

OPENING ORDERS

A minimum quantity of 10 items is required on opening orders. Your first order must be paid for before it is produced and shipped out. Opening orders must be paid for via credit card (Visa, MasterCard, American Express) through our online wholesale shop.

For your first order, please select one of the shipment methods at check out. Note that if you choose a shipping option without tracking, we can not be held responsible for any lost or delayed packages.

RE-ORDERS

A minimum quantity of 10 items is also required for re-orders. Re-orders are subjected to Net 30, thus must be payed for within 30 days of the invoice date (we will email you a reviewed invoice). Re-order payment can be made via cheque, Paypal or credit card. A late fee of 10% per month will be added on outstanding balances beyond 30 days.

For all re-orders, we will calculate exact shipping fees when preparing your invoice, according to your preferences.

CHANGES & CANCELLATION

Should you want to make any changes or cancel your order, please contact us immediately by email. Any order cancellation must be made within 72 hours of placing the order, after which we will charge a 15% processing fee.

TURNAROUND TIME

As everything is handmade and made to order, please allow up to 4 weeks for your order to ship (though your package will likely be ready sooner). Contact us before placing your order if you have any urgent requests. Please be aware that as we get closer to the holiday season, our processing time may vary due to the high volume of orders. Please plan accordingly.

DELIVERY & SHIPPING

We normally ship via Canada Post, however your preferred carrier may be used if you agree to assume any additional transportation charges.

Note that in all cases, we do not offer refunds for delayed shipments as we have no control over delays caused by postal services and customs. That being said, we will attempt to accommodate you in case of any problems.

DAMAGES & DEFECTS

We go to great lengths to ensure that your order arrives intact. Please inspect all shipments immediately upon arrival, and contact us with descriptive pictures if anything has been damaged during shipping; we will arrange repair or replacement of the item(s).

In the rare case of defects in the jewelry (within the shop or returned by a customer), we reserve the right to evaluate if the defect is a result of our production process. If this is the case, we will be happy to repair or replace the item at no extra cost. However, if we judge the defect is a result of accident, abuse, neglect or wear from normal use, we can evaluate options together when possible.

RETURNS & EXCHANGES

Wholesale merchandise may not be returned or exchanged. We only accept returns in the case of damages or defects as noted above.

PRIVACY POLICY

We hate spam as much as you do, and will never share your information with anyone. Subscription to our newsletter is not automatic and must be registered for by you.

If you have any other questions or concerns, please contact us at info@thisilk.com

Thank you!

THIS ILK TEAM