

LE



PUZZ™

WHOLESALE TERMS



HI THERE,

Thanks for your interest in Le Puzz,
we're excited to work with you.

The following pages outline all the
important information for doing business
with us.

You can reach out to us at
WHOLESALE@LEPUZZ.COM
if you have any further questions.

TALK TO YOU SOON,
Alistair and Michael





SHIPPING TERMS AND FEES

Standard shipping will be calculated based on carrier rates and billed to the customers. We offer discounted rates with UPS and USPS.

In-stock items normally ship within 1–2 business days after orders are placed and payment is received. Please allow extra time during peak holiday and sale periods.

Orders will ship immediately unless you specify a future ship date.

We typically ship orders Monday–Friday, excluding major US holidays. Shipments generally take 3–7 business days to arrive to their final destination in the continental US. We use USPS and UPS.

If part of your order is not in stock, we will wait until your full order is in stock before shipping, unless instructed otherwise.

We do not have the ability to use customer carrier account numbers at this time.

Orders over 200 lbs will be shipped via freight. We will work with you to quote pricing or email wholesale@lepuzz.com to coordinate.

We allow for freight pickups at our distribution center for a handling fee (depending on size of order). Please email wholesale@lepuzz.com to coordinate.

PAYMENT TERMS

Opening Order Minimum \$200

No reorder minimum.

Accepted payment options

Credit Card

ACH/Wire

Orders are billed just prior to shipping.

We do not offer terms.

Unpaid invoices will incur late fees.

TAX EXEMPTIONS

If your business is tax exempt, please email a copy of your most up to date resale certificate with the state(s) you are exempt in to wholesale@lepuzz.com:



ORDER CHANGES AND CANCELLATIONS

We will accept cancellation of or changes to your order for items that have not shipped. Once an item has shipped, cancellation is not possible.

If you need to change a future ship date, please email us at wholesale@lepuzz.com. Although we cannot guarantee making specific date changes, we will work with you to meet your needs.





AMAZON AND INTERNET MARKETPLACE RESTRICTION

The sale of LePuzz products on Amazon, eBay, or other similar sites (such as jet.com, overstock.com, or walmart.com) is prohibited.

All online sales must take place on customer-owned independent e-commerce sites only.

MAP PRICING

LePuzz's Minimum Advertised Price (MAP) policy applies to all resellers, as follows:

LePuzz products may not be advertised for sale at any price below the MAP price, as set by LePuzz.

All advertisements and reselling of LePuzz products (online, in catalogs, in-store or otherwise) must be at or above the MAP, unless advertisement appears in the physical space of a customer's store only.

Advertising products at MAP price with a percentage discount is not allowed.

LePuzz reserves the right to conduct promotions against the MAP policy at our discretion for such reasons as discontinuations or seasonal discounts. At these times, customers will be notified of temporary exceptions to the MAP policy.





WARRANTY INFO

Le Puzz puzzles are guaranteed against manufacturing defects. If customers make claims with you, please work with them directly and contact Le Puzz as needed to provide replacements using the defect/damage reporting form.

DEFECTS, SHIPPING DAMAGE OR LOST SHIPMENTS

Please inspect your purchase immediately upon delivery, noting any damage on the carrier's bill of lading or receiving paperwork. If there is a problem with your order, please send an email to wholesale@lepuzz.com within three (3) days of receipt. If you receive a damaged, defective or incorrect item, we will work with you to make things right. Please provide the below information so we can process your claim effectively:

Pictures of the damaged or defective item,
as well as a picture of the box if the packaging shows signs of damage.

Item description

Quantity affected

Text Description of the defect or damage

Once received:

We will review your claim within 3 business days

We will issue either a credit or replacement product.

Credits can be added to your account as store credit to use for future purchases





Buenos Días Informando



The *Wonderfully Whimsical*
WEIRDO
WIGSAW WUZZLE
WUMPANY

You may place orders through our
wholesale website at

[WHOLESALE.LEPUZZ.COM](https://www.wholesale.lepuzz.com)

THIS SITE ALLOWS YOU TO:

Browse the assortment on offer

Access wholesale pricing

Check availability and lead times

Check case pack requirements

Submit an order

Specify a future ship date

Orders submitted through the website must be confirmed by the Le Puzz team.

You will receive an email confirmation within 2 business days of placing your order,
verifying that the order has been placed into our system.