



**Lucky Clover Trading Company**  
4950 East Second Street  
Benicia, CA 94510  
(707) 746-5885 FAX (707) 746-0869  
customerservice@luckyclovertrading.com

## **Lucky Clover Trading Drop Ship Program Terms and Conditions**

As a web retailer for Lucky Clover Trading, you agree to adhere to and implement the following guidelines:

- ♣ Retailer must have a valid resale permit.
- ♣ Retailer will not sell Lucky Clover Trading products on third party or off-link sites. (i.e. EBay, Amazon, Craigslist, etc.)
- ♣ Use only Lucky Clover Trading's most current approved images.  
(No images will be used for any purpose other than the sales and promotion of Lucky Clover Trading products.)
- ♣ Adhere to minimum suggested retail pricing structures.
- ♣ Web accounts will be subject to periodic review of their sites and Lucky Clover Trading reserves the right to terminate or alter terms of agreement for accounts at any time.

### **PLACING AN ORDER**

You can place your order via email: customerservice@luckyclovertrading.com, by phone (707) 746-5885, or fax (707) 746-0869. Your order should include:

1. Item numbers
2. Quantity
3. Drop Ship Address

### **RECEIPT OF ORDERS**

All orders will be confirmed via email at end of business day.

### **DELIVERY / SHIPPING**

FOB Shipping point Benicia, California. Products are shipped the most economical way (UPS/Trucking) from the warehouse in Benicia, CA. Retailer may provide Lucky Clover

with its own UPS/FedEx/Common Carrier account number. Lucky Clover Trading will attempt to accommodate customer's shipping requirements. If you have special routing requirements please forward a copy of your routing instruction to Lucky Clover Trading. Please specify shipping preference.

### **SHIPMENT NOTIFICATION**

Tracking information to be sent via email to customer and vendor when item ships.

### **TERMS / DOMESTIC**

All orders require a valid credit card on file. The card on file will be processed for the item amount and the corresponding freight for the order before the order ships.

### **PRICES**

Prices are subject to change without notice.

### **DROP SHIP CHARGE**

A \$7.00 drop shipment charge will apply to each order.

### **FREIGHT CLAIMS**

Please instruct drop ship customer to inspect all merchandise upon receipt. We take good care in packing your order so that it reaches your customer in good condition. In the event of a shortage, overage, discrepancy, or if the merchandise is damaged during shipping, please make your claim within 5 days of receipt.

### **SHORTAGES & DAMAGED GOODS**

Defective merchandise may be returned to Lucky Clover Trading and a replacement will be provided at no additional charge. Product returns at the customers request and returns for excess inventory are subject to a 25% restocking fee plus freight.

Please contact Lucky Clover Trading for product return instructions, a representative will provide a Return Authorization Number along with our product return address.

### **RETURN GOODS**

Returns must be authorized by Lucky Clover Trading and require an RMA number before credit will be issued. RMA number may be obtained by calling 707-746-5885. Do not ship prior to receipt of RMA number and routing instructions from Lucky Clover Trading. Only salable merchandise in full, original cartons may be returned. All returns are subject to a 25% re-stocking charge. Goods must be shipped prepaid and Lucky Clover Trading will not reimburse any freight charges.

### **REFUNDS**

Lucky Clover will issue refunds only for authorized returns and shortage or damages caused by Lucky Clover.