



Dear Potential New Customer,

We would like to thank you for your decision to invest your valuable time and energy into our product. Please take the time to review the information that follows, sign the last page and send it to us for our records.

We hope that you will have success with the Sorrelli products you have ordered, and that we'll be hearing back from you soon.

Again, thanks so much for choosing Sorrelli.

The Sorrelli Team

**In order to begin a relationship with Sorrelli, all new customers must submit the following in one complete package or email:** (Please direct emails to [sales@sorrelli.com](mailto:sales@sorrelli.com))

- Contact information
- Bill to address
- Ship to address
- Phone number
- Fax number
- Email address
- Name of contact
- A copy of your business's resale certificate; the name that appears on the certificate must match the name of the store
- 3 trade references (by this we mean other designers / manufacturers with whom you do business)
- Photograph(s) of your physical storefront, including a store sign, and interior store photographs
- Credit card number, expiration date & security code. We accept MasterCard, Visa, and American Express.
- 1<sup>st</sup> order must be a **minimum of 12 pieces**.
- After receiving this information, your store will undergo our approval process.
  
- *Sorrelli understands the value of protecting our customers who place orders on a regular basis. A territory search will be run to ensure there are not any regular Sorrelli customers within a 10 mile radius of your store. If there are, you would not gain approval at the time. This could be re-evaluated after a 6 month time period has passed, so if you are not approved the first time, we encourage you to check back with us.*
  
- *Customer must place their first order within 2 weeks of submitting the new customer requirements. If the order is not placed within that 2 week period, the territory will have to be re-evaluated and Sorrelli cannot guarantee that the approval will be given.*

**Please read the following policies thoroughly:**

- Payment policies
  - Upon request, we will consider giving new customers terms (Net-30) by running a credit check with our credit reporting agency. Please contact [Heather.Fritz@sorrelli.com](mailto:Heather.Fritz@sorrelli.com) to request payment terms.
  - Until terms are approved, we expect all customers to use alternate methods of payment upfront for their merchandise.
  
- Return and repair policies
  - In the event that a repair is necessary due to normal wear and tear, Sorrelli offers a lifetime guarantee on all pieces. When shipping repairs please follow the steps below:
    - Call for a return authorization number (610-683-9544 ext 210)
    - Ship the item(s) in a box with adequate padding to protect the jewelry
    - Label the box with the RA number
    - Include your contact information in the box (a name, phone number, and return address)

- For further questions, please email [repairs@sorrelli.com](mailto:repairs@sorrelli.com).
  - In the event that an item needs to be returned:
    - Wholesale customers can return up to \$150 per year without being charged a restocking fee
    - For returns received within 30 days of the initial invoice date, we charge a **20% restocking fee\*** on all goods returned
    - Returns that we receive 30 days after the date of the invoice will be charged a **50% restocking fee\***
- \*These charges do not apply to consignment orders.
- Home party policy
  - Sorrelli Inc. does not support home parties, fundraisers, or any independent selling of our jewelry outside of an authorized retail location without prior Sorrelli approval. Wholesale customers responsible for supporting and /or supplying jewelry to any unauthorized events will be subject to a probationary suspension period. If you are planning on hosting an event outside of a physical retail space, please contact Sorrelli headquarters directly, at 1-800-876-7735.
- Special orders\*
  - We will accommodate the following types of special orders:
    - Lengthening of a necklace /bracelet
    - Shortening of a necklace /bracelet
    - Switching earrings from clips to post or vice versa (when feasible)\*
  - Please allow 4 weeks for special orders
  - Cost of special orders:
    - Special orders incur a 30% charge in addition to the initial cost of the piece
    - If extra parts are required (i.e. in lengthening a necklace) the charge will be 30% of the cost of the piece + cost of parts
    - There is no cost for switching from post to clip or vice versa
- \*Please note- special orders are not returnable.
- E-commerce policy
  - We cannot sell wholesale to customers without a physical retail location. Sorrelli does not condone the selling of our jewelry on the web unless the owner of the e-commerce site also has a brick and mortar location in which Sorrelli is sold.



**Please sign below indicating that you agree to follow all policies outlined above:**

\_\_\_\_\_ Boutique Owner / Buyer  
Name

\_\_\_\_\_ Boutique Owner / Buyer  
Signature

\_\_\_\_\_ Boutique Name

\_\_\_\_\_ Boutique Telephone #

\_\_\_\_\_, \_\_\_\_\_ Boutique City, State