

SWEET *Caroline* CONFECTIONS

THE ORIGINAL SPARKLE LOLLIPOPS
EST. 2012

SEE WHAT EVERYONE IS TALKING ABOUT



JOIN OUR WHOLESALE PROGRAM

Thank you so much for your interest in
Sweet Caroline Confections: The Original Sparkle Lollipops

We have been in business since 2012 and have worked with companies such as Chanel, Miu Miu, Marc Jacobs, Porsche, Victoria's Secret, Hayley Paige, GUESS, Narciso Rodriguez, Makeup Forever, Martha Stewart Weddings, Bobbi Brown + many more (which may be found in our clients section on our website.)

Our lollipops are 100% edible and 100% handmade in Denver, CO.
We ship worldwide on a daily basis.

Below you will find all the information that you need for ordering wholesale quantities from us.
If there are any further inquiries, simply ask! We would be happy to assist you.

COMMONLY ASKED QUESTIONS

Do you offer wholesale pricing?

We offer wholesale pricing **exclusively** to businesses that will be reselling our product.
Event planners reselling to clients do not qualify, we apologize.
Only customers who have filled out this application and qualified are eligible to receive our 50% wholesale on future orders only.

What are your discount options?

We offer a 50% discount to all orders over 100 lollipops.
All orders submitted that do not meet this minimum will be flagged and placed on hold until 100 lollipop quantity is met. Orders will be cancelled and refunded after 48 hours of non-compliance to meet minimum.

How many different designs may I select?

10 lollipops **per design** for orders from 100-499 lollipops.
50 lollipops **per design** for orders over 500 lollipops.
For custom orders such as logos or custom designs, we require a minimum of 50 lollipops per design.

How often do I have to purchase to receive this discount?

We understand that your orders may fluctuate; therefore, you may order as often as you need. Inactive accounts will be cancelled after 12 months of no orders placed. We simply require that all orders submitted meet the minimum of 100 lollipops.

How long do your lollipops last?

Our mandatory double bagging (\$12.00 flat fee) allows for shelf life for up to **one year**. However, lollipops in humid climates may experience a shorter shelf life through crystallization.

What is crystallization?

It is a natural reaction in hard candy which occurs due to the exposure of humidity & oxygen. This does not mean the candy expires, but it may lose its shine and transparency.

* Studies in dry climates show a longer shelf life; however, products are labelled “best by” date one year after production.

Example: If produced in March 2019, “best by” date will be March 2020.

What is your turnaround/processing time?

Our turnaround varies throughout the year, depending on the season. We typically take 2-3 weeks to complete a wholesale order depending on quantities purchased. An estimated timeframe may be provided before ordering and is typically displayed at the top of wholesale website.

*We ask that all customers read or request current turnaround times **before** placing their order and not assume that we can meet your delivery date without inquiring beforehand.*

A \$50-\$100 rush fee is required for orders needed before our current wholesale turnaround. This fee will depend on how fast you need your order and what quantities you are ordering.

What are your shipping options?

For US orders, we ship via Fedex Ground due to their low cost and quick shipping time. Your business Fedex account can be used upon request.

Please note that we do not ship via UPS due to their mishandling of past shipments.

Domestic orders are subject to a 7% handling fee.

International orders are subject to a 14% handling fee.

Handling fees are charged from shipping total.

OUR POLICIES

SHIPPING:

We package all lollipops properly and securely to ensure a safe and damage-free shipment. All shipments are protected with bubble wrap and with silica packets and are properly and visibly labeled as FRAGILE.

DELAYS:

Sweet Caroline Confections IS NOT LIABLE for delays caused by FedEx or any international shipping companies. We do not hold any accountability for any custom delays either. These two are absolutely out of our control and therefore not a reason to request a refund.

DAMAGE AND INSURANCE CLAIMS:

Sweet Caroline Confections holds zero liability for lost or damaged packages caused by Fedex or any other shipping company.

We package each and every order with care (and plenty of bubble wrap and silica gel packs) and have no control over the way the package is handled once it leaves our hands.

If your order has been lost or damaged, you must contact us **within 24 hours** of delivery and provide a minimum of 10 photographs of outer/inner shipping box plus damaged content for us to submit an insurance claim with shipping company or 3rd party insurance company. Each and every package we ship is insured for the value of its contents.

*We do not guarantee insurance claim refunds.

CUSTOM AND DUTY FEES FOR INTERNATIONAL ORDERS:

All international buyers are responsible for any custom or duty fees that may or may not be charged to them upon receipt of their package. Sweet Caroline Confections is not responsible for any delay caused by not paying respective fees.

All international orders are shipped with their respective shipping/customs forms and commercial invoice.

REFUNDS:

WE HAVE A NO REFUND POLICY ONCE YOUR ORDER HAS BEEN STARTED OR COMPLETED. THERE ARE NO EXCEPTIONS TO THIS. BY PURCHASING FROM SWEET CAROLINE CONFECTIONS, YOU AGREE TO THESE TERMS.

IF YOU REQUEST TO CANCEL AND YOUR ORDER HAS NOT BEEN MADE, WE RESERVE THE RIGHT TO WITHHOLD A 50% OF THE TOTAL AMOUNT OF YOUR ORDER (NOT INCLUDING SHIPPING, HANDLING, OR BAGGING FEES).

If for any reason we cannot meet your need-by date because delivery is needed before our turnaround timeframe, and you do not wish to pay a rush processing fee, you are welcome to keep your full amount paid for any future order. This store credit expires within 1 (one) year of order submission date.

Once you have submitted an order, you reserve a spot in our order production queue. By cancelling, you are forfeiting a position that could have accommodated another paying customer.

We appreciate your understanding, only serious purchases are welcome.

FEES TO KNOW ABOUT

We do not have any membership or hidden fees.

We charge the following upon shipping:

- 1) Shipping costs for shipping method selected by customer.
- 2) Handling fees (7% for USA orders, 14% for international orders)
- 3) We have a set \$12.00 fee for all orders to cover double bagging fees.

We invoice customers for these fees the same day orders are packaged and ready to be shipped. We require prompt payment and do not hold accountability for orders that are held at our shop due to delayed payment.

We do not ship any order out prior to receiving this payment.

COPYRIGHT INFORMATION:

We reserve the right to label all of our products and sticks with our company logo/name and website information.

The intentional removal of our tags or labels would be considered trademark infringement and/or dress infringement.

INGREDIENT/ALLERGY INFORMATION LABELS:

As of April 2019, all wholesale orders will be shipped with proper ingredient/allergy information either on a large clear sticker behind each lollipop **or** on a tag tied on with ribbon. Nutritional value chart is not available at this time.

Our kitchen is NOT free of the top 7 allergens (peanuts, seafood, tree nuts, eggs, dairy, soy, wheat).

Our lollipop mold release spray (Pam) contains soy.

We do not use gelatin in our products. Even though we aim on becoming a 100% VEGAN candy line by the end of 2019, our sugar crystals contain confectioner's glaze and we use red dye #4 (carmine).

SELLER INFORMATION:

Sweet Caroline Confections, LLC is a Limited Liability Company registered in the State of Colorado and is protected under applicable law.

All items are prepared in compliance with Colorado State Health Department Regulations in our own production area located at:

10327 Washington Street
Thornton CO 80229

Manufacturing Certificate with the State of Colorado #MF00076

We appreciate the time that you have taken to read our requirements and policies and look forward to serving your lollipop/candy needs!

Andrea Caroline and The Sparkle Team
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www.sweetcarolineconfections.com

**SWEET CAROLINE CONFECTIONS, LLC IS A LIMITED LIABILITY COMPANY
IN THE STATE OF COLORADO.**