# Drop Ship Program Guidelines

- Product Images, descriptions and pricing are available via Feed or on a product by product basis.
- Customers will be charged a Flat Shipping Fee of $9.95 regardless of order size.
- Orders will be shipped by UPS and customers will be emailed a Tracking Code.
- Gift wrap and cards are an option available to customers.
- Products maybe exchanged or refunded if in saleable condition.
- The brand name “Silvert’s” is not to be used in Pay per Click advertising.
- Drop ship members are not to represent themselves as Silvert’s, but may list Silvert’s as a manufacture on their site.
- Orders are to be faxed into:
  Customer Service – Attention Ruby (905) 738-6236
  Please call to ensure your order has been received.
- Drop Ship Members will be responsible for invoicing their customers.
- Drop Ship Members will be invoiced less their rate of discount. During the first 90 days all sales will be charged to a valid credit card furnished by the advertiser. After 90 days of sales terms of credit may be negotiated.
- Silvert’s requires a Letter of Authorization on file, stating that Silvert’s is authorized to charge a valid credit card. The letter must contain: Name of credit card holder, credit card number, expiry date and security code (located on back of card).