GROUNDED HOLISTIC APOTHECARY

Wholesale Policies

Damage, product quality + cancellations · Updated November 12, 2026

$500 minimum — first orders + reorders | **Report damage within 7 days** | **MAP = MSRP**

These policies sit alongside GROUNDED's wholesale terms: a $500 minimum on every order — first orders and reorders alike — first orders prepaid, Net 30 on approved reorders, fulfillment in 7–10 business days, shipping charged at actual cost, MAP = MSRP, a 1.5% per month late-payment charge on overdue balances, and a 90-day slow-mover swap for credit toward your next order, up to 20% of the order.

Shipping damage, shortages + order errors

report within 7 calendar days

Please inspect your order upon arrival and report visible shipping damage, broken or leaking items, shortages, and incorrect products within **7 calendar days of delivery**.

Email **natalie@groundedholistics.com** with your order or invoice number, the affected products and quantities, and a brief description. For damage or incorrect items, include photos of the products, labels, and packaging where relevant.

For confirmed damage or order errors, we will arrange a replacement at no charge, including shipping. If the original product is unavailable, we will agree with you on an equivalent product exchange or a refund for the affected items. Confirmed shortages will be shipped at no charge or refunded, as agreed.

Please retain affected products and their packaging until we confirm whether a return is needed. Do not send items back without instructions. If we request a return, GROUNDED will cover return shipping.

Product quality concerns discovered later

the 7-day window doesn't end coverage

If you discover a product quality concern after the seven-day arrival-reporting window, please contact us promptly. That window does not automatically exclude later-discovered defects, including formula, scent, or labeling errors.

Include the order or invoice number, affected products and quantities, lot or batch number if available, and a description of the concern. Photos are helpful where applicable. Please set affected items aside from sale while we review the concern.

For a confirmed product defect, we will arrange a replacement, an agreed exchange for products of equivalent wholesale value, or a refund for the affected items. GROUNDED covers shipping for an agreed replacement or exchange and any return we request.

Damage caused by improper storage or handling after delivery is not covered as a product defect. Follow the storage instructions supplied with your products, keep containers securely closed, and protect products from excessive heat and direct sunlight. Contact us if you are unsure how to store or display an item.

● Cancellations

free before work begins

You may cancel an order without a fee before work specifically for your order begins. Any prepayment will be refunded in full.

For made-to-order items, work begins when we start producing or customizing products specifically for your order. For items supplied from existing inventory, work begins when we start packing your order for dispatch. A shared batch already underway before your order was placed does not, by itself, trigger a cancellation fee.

We will notify you by email of the scheduled start of this work before it begins and identify when the cancellation fee will take effect. The fee applies only once that notice has been sent and the stated work has actually begun.

After that point and before shipment, cancellations carry a **15% fee on the wholesale merchandise subtotal of the canceled items**, after discounts and excluding shipping and tax.

For prepaid orders, the fee is deducted from the amount refunded; the remaining prepayment for canceled items, including unincurred shipping and applicable tax adjustments, is returned. For approved Net 30 orders, the canceled merchandise charges are removed and the cancellation fee is invoiced under the approved payment terms.

Once an order has shipped, it cannot be canceled. Shipping damage, order errors, and product quality concerns are handled under the policies above.

Questions: natalie@groundedholistics.com · Phone or text 508-725-7814.