



Terms & Conditions for Professional Associate Account Status

Governance

Naturally, all possible, 'real world' scenarios and conflicts cannot be covered in this document. Therefore, judgment and resolution upon any instance that may come into question, that is not explicitly or entirely covered herein, will default to the decision of Silver Botanicals. Please note, Silver Botanicals reserves the right to change it's terms & conditions at any time.

Professional Associate Account Application

Applicants must fill out our Professional Associate application and submit a valid business license or tax ID number, where applicable, prior to account setup. Applicants may apply online via our website, by mail, or by telephone. All required documents must be sent by parcel mail, or scanned and sent by email.

Country of Operation

Presently, Silver Botanicals' does not export orders to outside the USA. For this reason we cannot approve Professional Associate applications from other countries at this time.

Qualification Process

Upon receiving your Professional Associate application, we will evaluate your business and the information provided. The approval of an applicant is at the sole discretion of Silver Botanicals. Silver Botanicals reserves the right to cancel a Professional Associate account for any reason.

Acceptable Retail Forums

We permit resale of Silver Botanicals' product from brick & mortar stores, open-air markets, clinical settings and the like, and through e-commerce websites which are owned and operated by your business. You agree to not sell or advertise Silver Botanicals' product via any third party e-commerce website. e.g. Amazon, Ebay, Etsy, or any other public e-commerce websites that resemble the aforementioned. This includes third party e-commerce websites operating from or for other countries.

Minimum Account Activity

To maintain your Professional account status with Silver Botanicals, you must have activity within each year of open account status. Accounts that demonstrate activity below this threshold will enter a suspended state (deactivated). To reactivate a suspended Professional Associate account, please contact us.

Placing Orders

Approved accounts can place orders by email, at sales@silver-botanicals.com, or by phone, at 855-452-8847, Monday through Friday between the hours of 10 a.m.- 7 p.m., CST. Once received, we will process your order and send you an invoice upon shipment, plus any payment transaction details. All orders will be shipped within 24-72 business hours (1-3 business days), except during the holiday seasons which may induce unexpected delays.

Holidays

Silver Botanicals will be closed on these holidays: New Years Day, Presidents Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, Thanksgiving Day, Christmas Eve & Christmas Day. You can continue to place your orders with us via email, or telephone message, but they will not be processed until the following business day.

Order Add-Ons

Once an order is processed it may not possible to change or add to it. Please check your order carefully before submitting it to us. Any additions to your order may induce delays or separate shipping charges. If a mistake is recognized after your order has been submitted, please contact us promptly and we will attempt to correct it.

Automatic Reorder Schedules “Auto-Ship”

Silver Botanicals can accommodate qualifying accounts with automatic reorder rules and schedules (Auto-Ship). Please contact us about setting up an automatic reorder schedule.

Payment Terms

We accept payments on orders via check, bank wire, PayPal or major credit card.

Opening Orders

Your opening order must be prepaid, either by check, bank wire, PayPal or credit card.

Sales Tax

If you are operating within the state of Texas, you will be charged a sales tax unless you have filed proof of Sales & Use or tax exemption with us. Sales tax will be charged on all orders until we have received proper proof of your tax status.

Payment by Check

If you wish to pay by check, your check must be received before shipment of your order may take place. In the case of payment by check, please allow at least one day for processing, from the time your check is received.

PLEASE NOTE: Returned checks or chargebacks are subject to a \$20.00 fee.

Payment by Credit Card

If you prefer to pay by credit card we will bill your account upon invoice. With your permission, for subsequent orders, we can keep your card on file, in a PCI compliant vault. You may also phone in your orders along with your credit card information each time, whereby we do not keep your card on file.

PLEASE NOTE: Returned checks or chargebacks are subject to a \$20.00 fee.

Minimum Order Amounts

The minimum order subtotal required to open your Professional Associate account is \$50.00, before tax and shipping. Thereafter, a minimum subtotal of \$50.00 (pre-tax and pre-shipping) is required per subsequent order.

Freight Costs

Freight may be arranged via your carrier account or our own. We also make local deliveries within Austin, TX, city limits.

Professional accounts are charged reduced shipping & handling rates as follows:

- 20% off S/H for subtotals => \$50
- 25% off S/H for subtotals => \$100
- 100% off S/H for subtotals => \$150

Shipping & Handling

All orders will be shipped within 24-72 business hours (1-3 business days), except during holidays which may delay our normal process. Silver Botanicals generally ships via UPS and USPS within the United States, including Alaska and Hawaii. Each order will ship via "best way," as determined by us. Special shipping arrangements may be prearranged; please contact us. Additional costs may apply to special shipping arrangements.

Pricing

All prices are based upon [current MSRP](#). Professional Associate accounts receive MSRP discounts based upon order minimums as follows:

- 20% off MSRP and S/H for \$50 or more
- 25% off MSRP and S/H for \$100 or more

Price Changes

Price lists may change on a bi-annual basis (once in the summer and once in the winter). Although, price changes may occur at any time without prior notice.

Returns/Damage Claims

Damage Claims

For any product damaged in shipping we must be contact us immediately, within 48 hours of delivery, so that we may begin a proper investigation and pursue a claims process. We will reimburse, or replace any products damaged in shipping if notified within 48 hours of delivery as stated above.

Returns (“Buy Back” Policy)

We will accept returns on unopened, sealed and undamaged products for product exchange, or for a full refund, within 30 days of purchase, less a 20% restocking fee, less the original shipping charges.

Our Privacy Policy

At Silver Botanicals, we respect individual privacy. We will not release your name, address, phone number, e-mail address or any other information. We use the personal information we collect to process orders only.