



DROPSHIPPING PROGRAM INFORMATION

Thank you for enquiring about our dropshipping program offered by CBDSupermarket. The purpose of this document is to give you some key information on the dropshipping program.

Dropshipping Products

We currently offer the HempWell CBD Collection (a leading UK brand) through our dropshipping service.

Quality Control

We have COAs (certificate of analysis) for all our products, and work with Eurofins, Phyto Vista, and Adact Medical (Europe's largest commercial product testing companies) to test all our own products at their laboratories. Please contact us for further details.

Dropshipping Rates

Products are charged to you, the dropshipper, at up to 40% discount from the RRP depending on the product. There are no hidden fees or deposits required. The only expenses charged are for products and shipping, which are paid for when you place your order on CBDSupermarket.

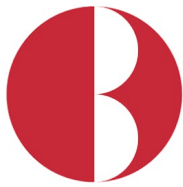
All dropshippers have the "pay-as-you-go" service (see below) available as standard. Please ensure your ecommerce site and payment provider are prepared to process orders. Once ready you can start packing orders on CBDSupermarket with a Dropshipper account. We may offer you an additional 10% off the Hemp Well brand if your sales exceed £1000 a month. We may also offer you use of our "automated" service (see below) in such cases. We will not ship any orders until payment is received on our system.

Returns Policy

We insist all our dropshippers have a 14 day returns policy for any reason. The customer must send back the product to us (via you) and we will replace the product if it was delivered damaged. Opened products cannot be refunded. The return address used for your orders will be the sender address trading under your company name.

Fulfilment Service

We offer a fulfilment service for clients who have bought products through our wholesale or white label services. These products are purchased and stored in laboratory, Storage fees start at £20 per month, and the pick, pack, and insert media starts from £1 per package. Shipping is an additional charge invoiced monthly.



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Types of Service

Automated (not available as standard)

Our automated service is for dropshipping clients looking for a “hands off” approach. Once set up, all aspects of the process will be automated, from a customer placing an order to receiving their delivered package.

As an automated client, your store will be integrated with our processing software, ShipStation. We will work with you to ensure integration is completed correctly. For information on how this process works, or to see a list of compatible ecommerce sites, please [click here](#).

Any orders placed on your site will automatically be sent to us on ShipStation, and we can then pick, pack, and dispatch your order using your company name and a packing slip (or contact us to use custom packing slips/additional media at your expense). Once an order has been dispatched, ShipStation will ping your store to automatically send your “order dispatched” notification to your customer. Please ensure your “order dispatched” notification is configured to your specifications on your site before you begin receiving orders.

Automated customers will receive an invoice at the end of the month for products (less your sales discount) and shipping fees.

Pay-as-you-go (available as standard)

Our pay-as-you-go service is for dropshipping clients who want to take manual control of the ordering process.

As a pay-as-you-go client, your store will not be integrated, and you will be required to manually place an order on behalf of your customer each time you receive an order on your own store. These orders will be charged at the point of sale and you will not incur any additional costs or be required to place a deposit.

Firstly, we will work with you to ensure you have a working CBDSupermarket account and have set up the correct billing information to charge your orders to. Once you have received an order on your site, log into CBDSupermarket. Place an order for the matching product and enter your end-customer’s delivery details at checkout. You will be billed and sent a confirmation email. We will pick, pack, and dispatch the order under your company name and with your packing slip plus any additional requested media. Once the order is dispatched, you will receive an order dispatch confirmation email, along with a tracking number which you should pass on to your customer.



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Product Listings and Inventory Management

You will be required to create product listings on your site for each of the products you wish to sell through your store. To make this easier, we can provide you with a CSV export of the desired products and details - please let us know if you require this. Any changes to existing products, or updates regarding new products, will be communicated to you via your CBDSupermarket account email. Please inform us if you wish to opt out of this.

Delivery Information

Deliveries within the UK

All items ordered are delivered using **Royal Mail Tracked 48** service for **£4.00** as standard; these should be received within 3-5 days of dispatch. We can arrange an upgrade to **Royal Mail Tracked 24** for **£5.00** next day delivery - please let us know if you would like this.

Deliveries to Ireland and Europe

All items ordered from Europe are sent tracked with An Post from our Irish fulfilment centre. This should be delivered within 5-7 days; deliveries outside the EU may result in longer delivery times. Import Duty may be charged by customs on arrival to a European country - we are not responsible for any import/customs fees. Shipping costs may vary.

Note: You will be charged shipping on all orders we send out on your behalf, even if you decide not to charge it to your customers through your own sales channel.

Please feel free to contact us with any questions; we are available 9-5, Monday to Friday.

Let's get dropshipping!

Kind regards,
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