



WARM GLOW CANDLE COMPANY  
519 W. WATER ST., P.O. BOX 127, CENTERVILLE, IN 47330  
TOLL FREE: 1-888-253-7934 PHONE: 1-765-855-5483 FAX: 1-765-855-2774

Received Date: \_\_\_\_\_

New Customer

Requested Ship Date: \_\_\_\_\_

Sales Tax Id # \_\_\_\_\_

Contact Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Business Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

#### **POLICIES & PROCEDURES**

Please have your tax ID number available when you place your first order. We require a minimum order of \$100.00 for all initial orders. All reorders require a minimum order of \$50.00. Most items may be ordered in single or multiple quantities. If your order is less than a case, we will condense the packaging of your order for the most economical shipping cost to you.

Warm Glow Candle Company will ship your order as promptly as possible. Please remember that shipping times will vary due to seasonal demands, so the earlier the order is placed, the better for you, the customer. Please note we require at least 24-48 Business Hours' notice for pick-up orders. Factory Pick-Up hours may vary depending on time of year.

We will make every effort to fill your order in its entirety. You will not be charged for items that are out of stock . Because we do not backorder, if we are out of stock on an item you have ordered, or are short the total quantity, please include those items on your next order.

If you have an error in your shipment, and you were charged for this error, you must call within 14 days of receiving the order to process a resolution. We will only provide call tags for items if there is damage or defect in the product. Items returned for any other reasons will be at the customer's expense. If any unauthorized order is returned, there will be a \$50.00 restocking fee, charged to the Customers' credit card. Merchandise cannot be returned for a refund, a credit would be placed on your account to use on your next order.

If you utilize our online ordering system, please know your order will not be processed until we receive a form of payment. Once your order is submitted we will contact you for this information via telephone. Order will only be held for 30 days waiting for payment. Payments may be made by using Visa, MasterCard or Discover or COD and must be given when the order is placed to avoid delays in shipment. Also please note we do not keep credit card numbers on file. We will ask for it with every order. There is an additional charge for payments made by COD. An additional \$25.00 charge will be applied to all returned checks. Prepaid orders will not be accepted, as there are shipping charges that will be added to your order that cannot be predetermined. Warm Glow Candle Company reserves the right to refuse to sell to any company at our discretion. Here at Warm Glow we are continually expanding our product line, so please inquire about our latest products when placing your order.

Pricing is subject to change without notice.