



## Wholesale Information

**Wholesale pricing on our website is password protected. Wholesale prices, larger sizes, and in-store displays can be viewed after sign-in.**

If you already have a wholesale account with Snowflakes Candy and wish to establish a wholesale username and password for this website, please contact Snowflakes Candy at 1-855-966-7669, M-F, 9 am – 5 pm PST, or email [sales@snowflakescandy.com](mailto:sales@snowflakescandy.com).

### Opening a Wholesale Account

If you have a business and are interested in opening a wholesale account, please complete the Business Verification Form (submit online) and W-9 Form (PDF). Completed W-9 forms can be emailed to [sales@snowflakescandy.com](mailto:sales@snowflakescandy.com) or mailed to Snowflakes Candy, LLC, 6150 Center St., Unit 384, Clayton, CA 94517.

### Wholesale Minimum Orders

We have no wholesale minimums and welcome every order, large or small.

### International Orders and Orders Shipped to Alaska, Hawaii, and US Territories

Orders shipping to the contiguous United States can be made online through our wholesale web site. For our valued customers placing orders shipping to Alaska, Hawaii, US territories, or countries outside the US, please call our sales support team at 1-855-966-7669, or email us at [sales@snowflakescandy.com](mailto:sales@snowflakescandy.com), for assistance in placing your order.

### Shipping Charges

Shipping charges are based on the order weight, dimension, and destination address. Most orders ship via USPS, UPS, FedEx, or DHL standard ground service, but larger orders may be shipped LTL (Less than Truck Load) on a pallet via common carrier. Customers may elect to pay for shipping using their own UPS or FedEx account numbers, but the website does not provide this type of billing option. If you intend to use your own UPS or FedEx account, please place your orders directly with a Snowflakes Candy representative at 1-855-966-7669, M-F 9:00 am - 5:00 pm PST or email [sales@snowflakescandy.com](mailto:sales@snowflakescandy.com).

## **Free Freight Incentive**

FREE shipping is available on orders of \$500 or more if shipped within the contiguous United States. Orders of \$499 or less will incur applicable shipping charges.

## **Order Processing Time**

We make every effort to ship orders within 72 hours of receipt. Please note that orders placed after 5 pm PST or during weekends and holidays will be considered received on the following business day. Large orders can take longer to produce and ship, so order accordingly. If an order will be delayed or can't ship complete, we will make every effort to contact you directly. All deliveries are made via USPS, UPS, FedEx, or common carrier; the speed of shipment is at the discrepancy of Snowflakes Candy.

## **Expedited Shipments**

Orders requiring expedited delivery cannot be placed via the website. To place an expedited order, please call 1-855-966-7669, M-F, 9 am – 5 pm Pacific Time. Expedited delivery charges are based on package dimensions, weight, and destination address. All shipping charges are the responsibility of the purchaser.

## **Shipments to P.O. Boxes, APO, Commercial, and Residential Addresses**

We can ship to all P.O. boxes, APO, commercial, and residential addresses. Please note that orders delivered to residential addresses may incur a residential address surcharge from the shipper.

