1224 NE Walnut ST $210, Roseburg, OR 97470
541-636-0866 • 888-686-5559
hello@k9bytespets.com • www.k9bytespets.com

Wholesale Terms & Conditions of Sale

We sell wholesale to qualified retailers who will be reselling our products through a retail store or website.

How are K9 Bytes Products Made?

K9 Bytes pet products are handmade in the USA using quality materials and ingredients. Most of our supplies are also made in the USA. All ingredients in our handmade treats are sourced from the US.

Collars and leashes are made from cotton fabrics and sewn with strong polyester thread. Each is lined with interfacing for structure and strength. Collars and leashes are machine washable.

K9 Bytes items are handmade. As is the nature of handmade products, small variations may occur from the images shown and in each individual item.

How are K9 Bytes Products Packaged?

Collars and leashes are wrapped with a paper band indicating size. A paper hang tag is attached with raffia. If you would prefer no band or hang tag, please request this when you order. Treats are packed in resealable pouches. They include labels with ingredient list and guarantee analysis. Fleece toys, bagged catnip toys and soap have a paper band, label or header tag.

Private labeling is available upon request. Please contact us to discuss your requirements.

UPC codes are available upon request.

How to Place an Order

Use our Secure Shopping Cart:
Click the Add To Cart! button next to the items you would like to purchase. Click Continue Shopping to add more items to your cart. When you are ready to check-out, click the Review Shopping Cart link at the top of the page to review your shopping cart. To increase the quantity of your order, change the value in the Quantity field. To remove an item completely, set the value in the Quantity field to 0. Then hit the Recalculate button. When you are satisfied with your order, click Purchase Items in Cart and fill out the Secure Order Form.

Phone: 888-686-5559 or 541-636-0866
Text: 541-515-5266
Monday through Friday, 9 am to 6 pm PST

Fax: 541-636-0866

Mail: 1224 NE Walnut ST #210, Roseburg, OR 97470

Email: hello@k9bytespets.com

Minimum Order
$250 Minimum Initial Order
$150 Minimum Re-order
Minimum amounts apply BEFORE shipping

Prices & Availability
Wholesale Prices are 33% - 50% off our Retail Prices.
Prices and product availability are subject to change.

Collars, leashes and treats are available in pre-packs for your convenience. They include a variety of sizes:

Dog Collars
If it Barks: One each X-Small, Small, Medium, Large and X-Large
Tail Wagger: 2 X-Small, 2 Small, 2 Medium
Best of Breed: 2 Small, 2 Medium, 2 Large
Bow Wow: 2 Medium, 2 Large, 2 X-Large

Dog Leashes
Hound Handler: One each X-Small, Small, Large
Leader of the Pack: 2 Small, 3 Large

Cat Collars
Feline Fine: 3 Cat Collars, same style
Cat's Meow: 6 Cat Collars, same style

Treats
6 bags per flavor - $24
12 bags per flavor - $46
Variety Pack: 2 of each flavor (18 bags) - $70

As with all handcrafted items, please allow for variation. Minor substitutions may be made based on product availability.

Shipping Time
A majority of K9 Bytes orders are shipped within 1 to 2 weeks. Orders are filled in the sequence in which they are received. Allow approximately 2 weeks turn-around time, and during the busy season, please allow 3 weeks or more. We start receiving "pre-orders" scheduled for Christmas delivery during the summer months, so please order EARLY! Please allow ample time when ordering If you need your products by a specific due date, please let us know and we will do all that we can to meet that date. We accept pre-orders 2-3 months before your requested delivery date. Most orders are shipped via USPS Priority Mail or UPS. We are located in Oregon. Please allow 1-7 days for transit time. If faster service is required, please contact us.

Shipping & Handling Charges
Shipping and Handling Charges will be added to your invoice.
$75.00-$150.00 = $12.50
$150.01-$250.00 = $14.50
$250.01-$350.00 = $16.50
$350.01 + = $20.00
Orders are shipped via UPS Ground or USPS Priority Mail.

Payment Methods
We accept Visa, Mastercard, Discover, American Express and PayPal.
A charge from K9 Bytes will appear on your statement.

We also accept Money Orders and Checks.
Checks will take up to 10 days to clear the bank. Your order will be held until it clears.

A $30.00 fee will be assessed for each returned check, along with any other fees associated with the collection of your payment.

Payment is due at the time you place the order, unless other arrangements have been made. If you would like to apply for net terms, please return this Credit Application: http://www.k9bytesgifts.com/wholesale/K9Bytes-Credit-App.pdf

Shipping Damages

Please inform us immediately of any damages and we will assist you in filing a claim. Claims must be made directly to the delivering carrier. Damages or losses during transit are beyond our control.

Packages are shipped INSURED. You MUST save your original carton, damaged items, and packing slip in order to process a claim.

Returns & Exchanges

If you receive the wrong size, pattern or flavor, your order will be exchanged at no cost to you. Any errors in shipment must be reported to us within 7 days. No returns without prior authorization. If you must return your item, please contact us first. Products must be in the condition you received them. Once we receive the item, we will process your refund or store credit immediately for the original purchase price, minus the original shipping fee. For refunds on purchases made with a credit card, we will issue a credit to the same credit card used to make the purchase. A service charge may be assessed on unaccepted, undeliverable or cancelled orders.

Personalized or customized items are not returnable.

Catalog & Product Photos

Line Sheets for K9 Bytes' products can be found here: www.k9bytesgifts.com/wholesale/line-sheets.html
To request product photos for use in your online store or promotional piece, please contact us.

Shannon Barnard, Owner • Website: www.k9bytespets.com
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