

Terms & Policies

PLACING AN ORDER

Orders can be placed via email or phone:

Email: wholesale@joojoo.com

Phone: +1 647 723 2122

MINIMUMS

Opening order minimum: \$150

Reorder minimum: \$100

Minimum per style is detailed in the chart below.

PAYMENT

Payments are accepted via Credit card (Visa, Mastercard, American Express). Cards are charged at the time of shipment.

SHIPPING

Orders from US, Canada and international will ship via Canada Post "Tracked packet" or "Expedited Parcel" unless you specify otherwise.

BACKORDERS

If you place an order for an item that is not available for immediate shipment, it will be backordered. We will send you an email letting you know the specifics and the expected date they are to arrive. Once an item is back in stock we will ship out your order immediately unless you specify otherwise.

TURNAROUND TIME

Our standard turnaround time is 1-3 business days, however that may change depending on the size and availability of your order. If that time frame changes, we will notify you via email.

REFUNDS & CANCELATIONS

We request that all cancelations be submitted within 24 hours of placing the order. Any cancelations not made within 24 hours are subject to 20% restocking fee.

We don't accept returns on wholesale orders unless items have been damaged in transit. Please report any damaged items within 5 business days of receipt.

DISPLAY & PACKAGING

Sets may not be broken up and sold individually. All items must be sold in their original packaging.

	USA	CANADA	
Greeting Cards	US\$3.00	CA\$3.75	6 Min / Style
Assorted Box Sets	US\$12.00	CA\$15.25	4 Min / Style
Notepads	US\$3.50	CA\$4.75	6 Min / Style
Postcards	US\$1.50	CA\$1.75	6 Min / Style