



Huggable, Lovable, Friends

## The Bear Factory order Process

Officially Welcome to The Bear Factory Family! We appreciate your business and are looking forward to supporting you as your go-to plush supplier. In an effort to assist you with your orders moving forward, we have put together this simple checklist to assist you with Placing, Tracking and Intaking your products.

Should you have any questions regarding this process, please feel free to contact a TBF Team Member at [orders@thebearfactory.com](mailto:orders@thebearfactory.com) or call us at 248.437.4930.

### Ordering:

- **Order Methods:** In an effort to effectively process your order we keep a paper trail at all times. This means Web Orders through [www.thebearfactory.com](http://www.thebearfactory.com) and Email Orders to [orders@thebearfactory.com](mailto:orders@thebearfactory.com) are the accepted methods to place an order.

We do not accept phone orders at this time in an effort to avoid order errors.

- **Quantity & Order Minimums:** All orders are required to meet a \$100 minimum, as well as, a 6 piece quantity minimum per product style.
- **Placing An Order Online:** Once you've placed an order via Web, you'll receive an automated response for website orders. Website orders are the fastest, most effective way to order as this seamlessly integrates with our shipping and QuickBooks software.
- **Placing an Order Via Email:** Should you place an order via email, please allow 1 business day for the order to be acknowledged, responded to and processed.

### Way to go! You've placed your order for some rad plush!

### Shipping:

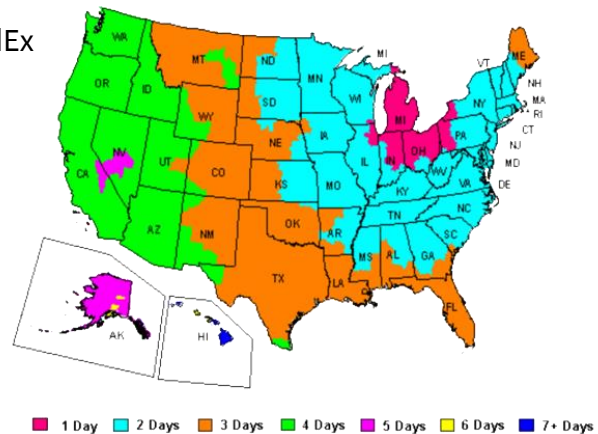
- **24 Hour Shipping Guarantee:** Did you know we guarantee your order that has been placed through our website will be processed, packed and shipped within 1 business day?! Pretty awesome right? This applies to standard orders with email orders also being shipped within 1 business day once a TBF Team Member has had an opportunity to receive and acknowledge your email.
  - **Freight Orders:** As shipping freight orders entail a little more logistics, we guarantee all Freight Orders are processed and shipped within 72 hours of being placed.



[www.thebearfactory.com](http://www.thebearfactory.com)

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- **Shipping Costs:** As our team is dedicated towards saving you on shipping as much as possible, we are not able to project shipping costs until the order has been pulled. We do our best to consolidate orders into as few of parcels as possible so weights and dimensions of orders change all the time. Once the order has been processed, we will then provide you with a shipping cost.
- **Payment:** Now that we have confirmed your shipping costs, we require all orders to be paid in full before leaving our distribution center. You have the option to provide a payment method on file to streamline this process as well. This all can be done with our Billing Portal that can be located by [Clicking Here](#). If this is your first order, we will send you an invitation to set up your Billing Portal login. We are happy to accept, Visa, Mastercard, American Express and Debit cards. Checks can also be sent in the mail but must be cleared before shipment.
- **FedEx Ground:** We are happy to utilize FedEx as our exclusive shipping provider. Please reference the image below to determine your shipping zone from our Distribution Center located in Wixom, Michigan.



- **Shipping Confirmation:** Once your order has been paid for and shipped, you will receive a notification from our Billing Portal notifying you of your completed order. You can now login and view your invoice from the Billing Portal and view your tracking information.
- **Tracking Information:** Your invoice will include all of your tracking information as a line item on your order. Please make it a point to utilize these when tracking your order as weather, holidays and volume delays can sometimes impact delivery times.

**Well that was easy! Nothing feels better then receiving a bunch of packages in the mail, especially when they are some Huggable, Loveable, Friends!**

### Receiving Your Order:

- **Parcel Intake:** Now that you've received your order, please verify each tracking number has been confirmed to ensure every parcel has been delivered.
- **Inspection:** Once you have confirmed this, inspect the packages for any issues. Should you see damage or something that looks off about the packages, take a picture of the package for reference.



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- **Product Review:** Locate the Packing Slip that will be stickered to the outside of one of your packages. Next, please make sure to open each package to inspect and count the contents. Cross reference these counts with your packing slip.
- **Discrepancies:** All order discrepancies must be reported within 48 hours of the package being delivered. This is important as we cannot guarantee product replacement or missing package resolutions with FedEx outside of this timeline. Should you have an item that is missing or miscounted, please email [orders@thebearfactory.com](mailto:orders@thebearfactory.com) or call us at 248.437.4930 to inform us of the issue.
- **Discrepancy Resolution:** Once we've received your request we will jump on your case immediately, as we want to make sure your case is resolved ASAP.

If everything is received and in the right amount, it's time to party! The TBF Team is dedicated to supporting your business as best we can so please let us know if you have any questions regarding any of these steps along the way. We are happy to talk over the phone, through email or connect with us on social media. Please note our hours of operation below when choosing a contact method.

**Monday thru Thursday: 10:00a – 5:00p (EST)**

**p. 248.437.4930**

**e. [hello@thebearfactory.com](mailto:hello@thebearfactory.com)**

**connect. @thebearfactoryllc**

Thank you for being a great customer and we look forward to getting to know you and your business. Until next time...

Your Friends,  
**The Bear Factory Team**

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