

Exceptionlab Inc.

Wholesale policies:

Wearehappytoserveyou is a project of Exceptionlab Inc. We are a very small, mostly virtual, family run company.

Wholesale conditions:

The retailers we sell to are asked to not sell our products to third party sellers, such as Amazon, E-bay and others. They are welcome to sell them on their own sites and in their stores.

Wholesale pricing:

Cups (both the 8 oz. Greek cup and the ILOVENY cup) are \$6.50 each plus shipping. The espresso cup is \$5.00 plus shipping. They come in boxes of 24, the minimum order is 2 boxes (can combine types e.g. one box of larger cups and one box of espressos).

Payment:

Credit cards:

We accept all major credit cards. Our invoices have a “review and pay button” that you click on and input your credit card information so we do not keep your information on file.

Terms:

We only give net 30 terms to museums. Note that we are a small business and cash flow is important to us. Please pay promptly. Make checks out to Exceptionlab Inc. and send to: 228 Park Avenue South #11190 NY, NY, 10003.

Shipping:

The goods are stored in a warehouse in Maryland, USA. They are generally shipped to stores via UPS Ground or FEDEX. The shipping typically takes 1-6 days depending on location. It takes another 1-2 days prior to that to get the shipment out of the warehouse. To summarize, once a shipment has been approved, it should be at your store within 3-8 days.

Packaging:

The cups come in recycled cardboard master cartons of 24. Inside there are 24 smaller gift boxes in which a single cup sits. These are good for protection and pretty for gifts.

Defective merchandise:

If you receive broken or defective merchandise, we will credit you on your next order or refund the amounts on your credit card. We require a full description of the defects in email and digital pictures. Please note that the cups are meant to be replicas of the paper cups so the ridge on the side and a slightly faded patina are normal.

Returns:

Exception Lab sales are final. No merchandise will be returned if unsold.

Thanks for your business! We are happy to serve you! Please give us feedback about how we can do better. Email sales@exceptionlab.com

The ExceptionLab Team