

# Discount Pricing

***Welcome to the craft-asia.com***

## ***Affiliate, Drop Ship and Wholesale Information Page***



We welcome affiliate, drop ship and wholesale members to the Thai Arts and Crafts of Asia, Co., Ltd. (TACA) family of merchants. Thai Arts and Crafts of Asia, Co., Ltd. owns craft-asia.com. This page will help you understand how craft-asia.com works with our affiliate and drop ship partners and wholesale members. We have tried to make this information as succinct as possible. There is important information here that affiliates, drop ship customers and wholesalers should know, so please take a few minutes to read this information carefully. If, after reading this page, you still have questions, please send those questions to us at: [affiliates\\_wholesale@craft-asia.com](mailto:affiliates_wholesale@craft-asia.com)

The Affiliate/Drop Ship/Wholesale Registration process is free and as simple as 1 - 2 - 3:

1. Read our discount pricing page.
2. Register as a craft-asia.com member in order to establish an account.
3. Send us an e-mail at [affiliates\\_wholesale@craft-asia.com](mailto:affiliates_wholesale@craft-asia.com) to let us know which discount pricing tier (see the Tier Pricing Table below) you want your account ticked.

We will usually tick your account within one day. We will send you an e-mail indicating that your account has been ticked. The next time you log onto craft-asia.com with your e-mail address and password, the web site will display wholesale pricing for the tier you have requested. It is that quick and that simple. Unlike some others, craft-asia.com charges no registration or membership fees to our discount pricing customers. Please read on.

**Market:** Craft-asia.com offers no junk or trinkets. We provide unique high quality crafted products. Our market population is men and women with middle and upper incomes. If you are seeking inventory or products for Dollar Stores, Convenience Stores, or Flea Markets, your time is better spent elsewhere. The internet is full of web sites offering low cost marginal quality products but craft-asia.com is not one of them.

**Agreement:** By requesting via e-mail that your membership be ticked for an affiliate/drop ship, or wholesale pricing tier or by placing affiliate, drop ship or wholesale orders through craft-asia.com you are deemed to have acknowledged, understood, accepted, and agreed to:

**Affiliates and Drop Ship Customers:** Other web sites or businesses not owned, managed, controlled, or endorsed by TACA that choose to carry products available through craft-asia.com on their web sites or in their business for sale as retail, wholesale, or both. Affiliates or drop ship customers who order wholesale quantities are treated and access the same pricing discounts as a wholesale customer.

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**Wholesalers:** Individuals or companies who purchase larger than retail product quantities for personal or business purposes. Wholesalers are treated like other craft-asia.com members but have a minimum dollar value requirement that must be met in order to purchase products from the craft-asia.com site at wholesale pricing. Craft-asia.com uses a flexible four tier wholesale pricing structure based on minimum dollar value purchase amounts. Our pricing structure and minimum dollar values will be explained in detail a little later.

**Thai Arts and Crafts of Asia, Co., Ltd.:** A full e-commerce company registered in the Kingdom of Thailand and located in Chiang Mai, northern Thailand. TACA offers over 1,500 hand crafted products from over twenty different crafting partners for which we are their distributor. Our experience at finding the best quality hand crafted products is much like panning for gold. One has to sift through a lot of mud to find the nuggets of gold in the hand crafting world. Northern Thailand is the cultural and hand craft center of Thailand and has been so for over seven hundred years. The region is rich in culture, tradition, and hand crafting skills that have been developed over nearly a millennium. It is the intent of TACA, through craft-asia.com, to make available to customers around the world the best hand-made crafts and products produced in this region, to sustain the hand craft industry with an environmentally friendly strategy, and to ensure that the centuries old skills and traditions used to make these unique quality hand crafted products will carry on for generations to come.

Our partners are the craftsmen, craftswomen, and hill tribe people for which we distribute that actually make the products we offer. By providing a global sales outlet we provide employment opportunities and an income for those whose arts and skills have been handed down, usually through families, for many generations. By selecting only the best quality of these arts and crafts we support and encourage the best of these skills and in doing so provide our retail, affiliate, drop ship, and wholesale customers the very best hand crafted products in the world.

#### **The Things You Want To Know:**

**Conditions of Use:** All customers; retail, affiliate, Drop Ship, and wholesale, are required to accept the craft-asia.com web site's "Conditions of Use" in order to process orders through the craft-asia.com web site. The check out process requires all customers, retail, affiliate, drop ship, and wholesale, to accept the "Conditions of Use" prior to proceeding to the payment gateway. You are required to read the "Conditions of Use." Your request to access other than retail pricing structures will be deemed as your acknowledgement of and consent to be bound by the "Conditions of Use."

**Privacy:** When you buy from Thai Arts and Crafts of Asia, Co. Ltd. via the Internet at craft-asia.com we protect your privacy. We do not sell, rent, provide, or otherwise exchange customer information. We share identifiable information only with those parties entrusted with the processing of your account and the fulfillment of your order. We use your e-mail address to provide fast Customer Service communications and other services. Thai Arts and Crafts of Asia, Co. Ltd. protects your e-mail information the same way it protects all identifiable customer information. We've established procedures to protect your privacy, which we vigorously uphold. Of course, this policy does not apply to information we disclose in cooperation with law enforcement agencies, or information we are required to disclose by law.

Occasionally, Thai Arts and Crafts of Asia, Co. Ltd. may conduct research towards the goal of improving Customer Service and may sometimes use a third party in this endeavor. When any third party contacts you in this regard, they will indicate that they are contacting you on behalf of Thai Arts and Crafts of Asia, Co. Ltd. In these cases, customers who ask to be removed from further such contact by Thai Arts and Crafts of Asia, Co. Ltd. or its agents will be excluded.

**Security:** When processing an order at check out your payment information is submitted directly to our Payment Gateway, Bank of Asia, and is not stored in our database. TACA does not hold, is not provided, nor does it request you credit card information. This process protects your credit card information in the event our web site is compromised or illegally hacked. As a result of this precaution, you must provide your credit card information every time you place an order through craft-asia.com. Though this may not be as convenient as other e-commerce sites that store your credit card information, we hope that you will agree the inconvenience is outweighed by the extra protection you receive.

Your order information is sent to us through a "secure session" established with Secure Socket Layer (SSL). This technology encrypts, or scrambles, your account information before it is sent to us, making it extremely difficult for anyone other than craft-asia.com to read it. We protect all customer data against unauthorized access. We use secure technology, privacy protection controls and restrictions on employee access, to safeguard your personal information.

## **Currencies:**

**All prices on the craft-asia.com site are in US Dollars and include shipping and handling via economy air service to North America.**

Craft-asia.com's payment gateway accepts the following nine (09) currencies and payments must be made in one of the following:

Thai Baht, US Dollar, JYP, HKD, SGD, EURO, GBP, AUD, CHF

**Sales Tax:** Thailand assesses a 07% Value Added Tax (VAT) on all products and services purchased in the Kingdom. This includes products and shipping costs. 07% VAT will be assessed at checkout on all product orders made through the craft-asia.com web site.

**Product Descriptions:** The programming of the craft-asia.com site allows us to display any one of five tiered pricing options on our product pages. These are not different product pages. All product descriptions are written for the retail customer.

**Product Quantities:** Unless otherwise stated in the product description, product quantities are one (01) unit of product. When a product description indicates multiple products as is the case in Celadon dishes (set of 4) or Home Spa Bath Shampoos - two bottles, each order will receive the quantity indicated. In this example, a product order of one (01) would generate four Celadon dishes and a product order of six (06) would generate 12 bottles of our hand made Home Spa Bath Shampoo.

**Suggested Retail Price:** The programming in craft-asia.com displays our web retail price (Tier 1 Pricing) as the Suggested Retail Price in Affiliate and Wholesale Pricing Tiers. Craft-asia.com operates under small unit profit margins so for many markets our retail web prices are below retail market prices. You should determine whether the Suggested Retail Price is appropriate for your market and adjust accordingly.

**Some Products Have Minimal Discounts:** Some of the product categories on the craft-asia.com web site are priced at near wholesale and offer small discounts to affiliates and wholesalers. Remember however, that the Suggested Retail Price is low for many markets. Some of these products offer discounts to tiers 4, 5 and 6 only. These products include, but may not be limited to, Hand Carved Jade, Silver Jewelry, and Teak Wood Carvings. In most markets these products should be able to sustain retail prices higher than the Suggested Retail Price. Affiliate and wholesale discounts can be determined by comparing your displayed tier price against the Suggested Retail Price. When the Displayed price and the Suggested Retail price are the same, no discount is offered.

**A Minimum Purchase of 48 pieces is Required for Real Flower Jewelry:** As stated in the product descriptions, the Real Flower Jewelry category requires a minimum purchase of 48 pieces for all wholesale tiered pricing. Retail and affiliate (tiers 1 & 2) are not required to purchase 48 pieces. You may mix and match as you like, and combine the sets so long as wholesale orders total 48 pieces. Necklaces are included with the pendants and do not count toward the 48 pieces.

**Products Exempt From Tiers 2 through 5 Affiliate and Wholesale Discounts:** The programming in craft-asia.com displays all products to all pricing tiers of customers. Products exempted from affiliate and wholesale discounts (tiers 2 -5) include, but may not be limited to, Rattan Furniture, Teak Wood furniture, Rosewood Furniture, Gold Jewelry and most combined sets that occur within other product categories. Most combined sets are offered as incentive purchases for retail customers and are retail priced at near wholesale prices. When the tiered price is the same as the Suggested Retail Price, no discount is offered. Tier 6 pricing may obtain a discount on most products offered, even those that provided minimal or no discount in tiers 2 through 5 depending on how the order is formulated. See the Tiered Pricing Table below for more information on Tier 6 pricing.

**Crafting Time and Shipping: With the exception of furniture, all product prices on the craft-asia.com web site include shipping and handling via economy air service to North America.**

Most orders are ready for shipment within one to two weeks of receipt. Most of the product showrooms we represent maintain a reasonable inventory. However, it is often the case that products must be crafted to fill a customer order, particularly a larger wholesale order. Most product orders can be crafted within one to three weeks depending on the size of the order. However, some products such as Celadon and Real Flower Jewelry may take six to eight weeks to craft and furniture may take one to three months.

Shipping is most often, but not always, by SAL - economy air and is calculated from Chiang Mai, Thailand to North America (Canada, USA & Mexico). Shipping generally takes 10-14 days from the date of departure from Chiang Mai depending on the destination. It is not the intent of TACA to generate income through shipping charges. Because TACA ships products worldwide, directly to our customers or drop shipping to customer clients, if your shipping charges differ from that formulated into the products ordered, we will, in the event your shipping charges are less than actual either issue an account credit for the difference to be redeemed against future purchases with craft-asia.com, or, reverse the difference less 10% processing fee when payment has been by credit card. On wire transfer payments we will either issue an account credit for the difference amount to be redeemed against future purchases with craft-asia.com, or, reverse the difference less 10% processing fee and the bank charges for the wire transfer. When shipping charges

exceed that formulated into pricing, your order will not be processed until the difference has been paid. You may, if shipping charges are greater than calculated, choose to cancel your order and receive a full refund less the payment gateway charges for the credit card reversal or bank charges for wire transfers.

**Private Shipping/Delivery Services:** The shopping cart allows you to upgrade your shipping option to FedEx, DHL or UPS at additional expense to you. Simply click on the desired shipped. When drop shipping and using FedEx, DHL or UPS, please ensure that the selected carrier provides service to the delivery address.

Shipping via sea freight is most economical but takes approximately 4 - 6 weeks to transit from Chiang Mai to the west coast of the continental United States and requires a minimum of 1 cubic meter of order. It would be unusual for pricing tiers below tier 5 to have sufficient product to qualify for sea freight shipping. When a customer opts for sea freight shipping, product prices (shipping prices) will be adjusted however, with the adjustment, the wholesale customer must still meet the minimum dollar value requirement to use the pricing tier of the submitted order.

TACA uses four different size international standard (5 ply) shipping cartons. To provide the discounts offered, TACA will not ship a partial carton while waiting on crafting of other products in the order. Most wholesale orders are shipped in multiple cartons so it is unusual that a complete order is held while waiting for crafting of some order products.

**Returns:** We guarantee your satisfaction with all merchandise purchased from Thai Arts and Crafts of Asia, Co. Ltd. through our Craft-Asia.com web site. Our multiple step inspection process ensures that your product(s) was free from defects or damage when shipped. Any products that do not meet our rigorous quality standards are returned to production for replacement or re-crafting saving you valuable time and money. If you receive an undamaged product that you wish to return for any reason, you must return any of our undamaged products within 30 days of receipt, with a copy of your invoice, for a merchandise exchange, credit, or a full refund of the purchase price (minus our shipping and handling charges).

If you receive a damaged item, we will promptly send you a replacement or issue you a full refund after you have returned to us the damaged product(s).

**Pricing Tiers:**

Pricing Tier	Customer	Minimum Dollar Value	Description	Method of Payment	Discount Range
1	Retail Unit Drop Ship	None	Default Retail Pricing	Visa or MasterCard	None
2	Affiliate Unit Drop Ship	None	Affiliate Level Pricing	Visa or MasterCard	0% - 10%
3	Wholesale Drop Ship	\$1,000 - \$2,000	Wholesale Tier 3 Pricing	Visa or MasterCard or Wire Transfer	0% - 20%
4	Wholesale Drop Ship	\$2,001 - \$3,000	Wholesale Tier 4 Pricing	Visa or MasterCard or Wire Transfer	0% - 30%
5	Wholesale Drop Ship	\$3,001 - \$4,000	Wholesale Tier 5 Pricing	Visa or MasterCard or Wire Transfer	0% - 40%
6	Wholesale Drop Ship	> \$4,001	Wholesale Tier 6 Pricing Formulated Pricing	Wire Transfer only	Not displayed on the web site. Our best wholesale price, calculated on submitted orders.

**Credit Card Payments:** craft-asia.com accepts Visa or MasterCard for credit card payments.

**Wire Transfers:** Wire or electronic transfers are bank-to-bank fund transfers. Wire transfers are available on all purchases over \$1,000.00 at the customer's expense.

Customers choosing wire transfer will state so in the comment section of the checkout process and receive, via e-mail, the banking information necessary to make this kind of transaction.

**Getting Your Account "Ticked" for the Proper Pricing Tier:** All customers, retail, affiliate, drop ship, and wholesale are required to register as a member of the craft-asia.com site in order to process purchases through the site. Once you have registered, use the e-mail address: [affiliates\\_wholesale@craft-asia.com](mailto:affiliates_wholesale@craft-asia.com) or the "Contact Us" link in the left column to send us an e-mail identifying yourself and which tier you want your account "ticked". You will usually receive an auto response e-mail acknowledging your e-mail and soon thereafter you will receive an e-mail confirming that your account has been "ticked" for the proper pricing tier. When you return to the craft-asia.com site and log on, product prices displayed will be those for that particular pricing tier.

**Pricing tiers are not "ticked" in stone, are flexible, and easily changed. However, the minimum dollar value purchases required for tiered pricing should be considered written in stone. If an order is submitted at a tiered pricing level but the order totals less than the required minimum dollar value, the order will not be processed. You will receive an e-mail requesting that you resubmit the order to meet the minimum dollar value requirement, resubmit your order in the appropriate pricing tier, or cancel the order.**

You should submit your request to be ticked for tiered pricing based on what you expect or have allowed yourself to spend on product purchases from this site. However, if at anytime you wish to have your pricing tier changed, higher or lower, simply send us an e-mail indicating which tier you would like and we will gladly make the change and will send you an e-mail, usually within 48 hours, confirming the change has been made.

**Hint** - If your order total is near the threshold of the next higher pricing tier, it is always a good idea to explore your order in the next higher pricing tier. You can often greatly increase your product purchasing power by only minimally increasing your expenditure.

**The craft-asia.com site can only display one pricing tier at a time. We do not provide catalogs, spreadsheets or database files of our products or our pricing.**

**Ordering Products with Credit Cards:** Once you have registered as a member of craft-asia.com and your account has been ticked to the appropriate pricing tier, ordering products on craft-asia.com is much the same as on any e-commerce web site when you pay by credit card. Simply place your products in the shopping cart and when you are through, proceed through the checkout process. Your order total will reflect the tier prices available to you.

**Acceptable Currencies:** Craft-asia.com's payment gateway accepts the following nine (09) currencies and payments must be made in one of the following:

Thai Baht, US Dollar, JYP, HKD, SGD, EURO, GBP, AUD, CHF

**Ordering Products Using Wire Transfers:** Customers with product orders totaling over \$1,000 may choose to pay by wire (bank-to-bank) transfer. Any and all bank fees associated with wire transfers are your responsibility. Tier 6 customers, because their pricing is not displayed on the craft-asia.com web site, are required to pay for their order by wire transfer.

**Drop Shipping an Order to a Third Party Address:** Craft-asia.com will gladly drop ship your order to a third party address. When you log on with your e-mail and password, the default shipping address will be the address you submitted when you registered as a craft-asia.com member. At checkout you will be prompted with the opportunity to edit the shipping address. Simply type in your customer's name and address and the order will be processed and shipped to the individual or company at address you have indicated. It is just that simple.

**Commercial Invoices are Required:** We at craft-asia.com understand and respect that you, the craft-asia.com member are our customer and that the third party that you may want an order shipped to is your customer, not ours. International trade and shipping laws require that a commercial invoice identifying the seller, the customer, the products and the value be included in and affixed to the outside of all shipping cartons. We encourage and request that all discount customers provide us, via e-mail, with a commercial invoice on your letterhead for inclusion in and to be affixed onto the shipping carton. By including your invoice on your letterhead we secure and reinforce to your customer your identity as the seller of the order.

**Order Processing:** Like most well designed full e-commerce web sites these days, craft-asia.com creates an order database each time an order is submitted. This convenient programming allows us to generate order invoices, tax invoices, shipping labels, packing slips, airway bills and the like from the order database. It also reduces the time, effort, and occurrence of human error in transcribing order information and preparing these important documents.

There are two ways to submit an order to be paid by wire transfer:

1) The customer can browse the site and list categories, products and prices in a MS Excel spreadsheet or MS Word document and e-mail their order to us for processing. We will then process the order manually, look up individual product prices to verify no errors have been made, e-mail the customer any questions that arise, manually develop all required order related documents, then provide the customer with the needed wire transfer banking information and process the order manually. This may add, depending on the size of

the order, 3 to 10 days to the order processing.

Or,

2) The customer can browse the web site and, if their credit card will allow, place their order in the shopping cart and submit the order through the payment gateway making a note in the "Comment" section at checkout that payment for the order will be made by bank transfer and not by credit card as submitted. We will pull all necessary forms from the craft-asia.com web site generated by the order submission and delete the order from our Bank of Asia E-Settlement account so that the credit card can not be charged. We will provide you an e-mail confirmation that your credit card charge has been deleted. The customer's safeguard in this instance is found in the issuing bank's credit card consumer protection guidelines as well as the protection provided to card holders by the Visa and MasterCard companies.

**Tier 6 Customer Orders:** Tier 6 customers may opt to submit orders by either 1) or 2) above. If opting for number 2) they should submit orders with tier 5 pricing. Those orders should exceed \$4,500 dollars at tier 5 prices. Minimum charge to Tier 6 customers is \$4,001. Because Tier 6 customers do not know what their order total will be when they submit, we will provide them an order total via e-mail once the order has been calculated and the customer must, by e-mail, confirm and accept TACA's offer to provide the submitted products at the price indicated prior to being provided the bank-to-bank transfer and wire transfer account information. If the customer does not confirm the offered price, the order will not be processed.

**Remember to Plan Ahead:**

Craft-asia.com assures you of the best quality hand crafted products. But because we offer over 1,500 different products, only limited inventories are maintained. Hand crafting, unlike machine crafting, does not produce 10,000 units of anything in a day. Most of our orders are received by our customers within 4 to 6 weeks. In some cases, depending on the size of the order and the particular products to be crafted such as Celadon, Real Flower Jewelry, or furniture, crafting time alone may take 6 - 8 weeks. Don't re-visit the experience of one customer who ordered what she believed to be sufficient quantities of Real Flower Jewelry to carry her through Christmas and Valentines Day, had them in stock by October, but sold out of all of her inventory over Christmas. In mid-January she re-ordered Real Flower Jewelry to restock for Valentines Day but much to her disappointment, and everyone else involved, because of crafting time, it was impossible to make her delivery on time. PLAN AHEAD.

We sincerely hope that this information clearly covers all of the questions you might have about discount purchasing from Thai Arts and Crafts of Asia, Co. Ltd. But as always, we're happy to address your specific questions. Just e-mail us your questions at: [affiliates\\_wholesale@craft-asia.com](mailto:affiliates_wholesale@craft-asia.com)

From Our Hands...

to yours,

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