

Terms

1. When do I pay my invoices? All invoices are to be paid 30 days from the date of the invoice. If your order is placed on Wildkin.com, your confirmation email will be your formal invoice.

2. Can I pay with a check? Yes, payments via check should be mailed, payable to the following remittance address:

Wildkin
PO Box 158552
Nashville, TN 37215-8552

3. Can I pay with a credit card? Yes, submit a request to Wildkin.Supportsystem.com when you would like us to charge your card. When your request is processed, we will send you a receipt. Note, all credit card payments on Net 30 terms accounts will be charged a 3% convenience fee. If you do not request us to charge your card and you do not mail payment, your account may become past due and will be subject to related fees and penalties.

4. How can I request information about my account? You may request additional information regarding open invoices, balances due, credit limits, or copies of invoices by submitting a request at Wildkin.Supportsystem.com. You may also use this page to request that your card on file be charged to make a payment. All credit card payments are subject to related fees.

5. Who is my credit account offered through? Credit terms are extended by Wildkin, and we may review your credit terms at any time. We reserve the right to revoke any terms upon written notice. Unless we specifically told you otherwise, your terms are Net 30.

6. Why do you need my credit card upfront? As a part of your agreement, a valid Credit Card must be kept on file at all times for terms to remain in effect. Don't worry, the card on file will only be charged in the event that an invoice goes over 5 days past due, and we will let you know if we charge your card. Please be sure to keep a valid card on file with us or you could lose your terms.

7. How much is my credit limit? A standard credit limit of \$3000 will be granted upon approval. Higher credit limits may be requested but will be approved on a case by case basis. Account holders will receive notification when they are within \$500 of reaching their limit as a reminder to make payment. It is important that you do not go over your limit, because should your account go over the limit, your buying privileges will be suspended until the account is brought back into good standing.

Continued on next page.



PO Box 158552, Nashville, TN 37215-8552

NET 30 FAQ

www.wildkin.com
newaccounts@wildkin.com
[P] 866-727-0544 [F] 800-915-3708

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8. My invoice was past due and its higher than I expected, why? Discounts and allowances (including Free Freight Allowances) are not deductible on past due invoices. These amounts will be added back in before being settled should an invoice become past due.
9. What happens if an invoice goes unpaid longer than 5 days? All invoices over 5 days past due will be charged to the credit card listed on file, a 5% late fee will be incurred, and Net 30 terms will be suspended.
10. What happens if I don't pay my invoice at all? Any invoice over 30 days past due will be turned over to a collections agency and customer will be responsible for all fees incurred from collections including legal fees if applicable.
11. What happens if my check gets returned by my bank? Returned checks will be charged a \$25 service fee.
12. Who should I contact if I have any other questions regarding my account? All questions/concerns may be addressed by submitting a ticket to [Wildkin.Supportsystem.com](mailto:Supportsystem.com). These requests are typically answered within 1 business day of when they are submitted.

Have additional questions?

Please send us an email at sales@wildkin or call us at 866-727-0544.