

# Private Label Guidelines

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## General Policies

### **STOCK PRODUCTS**

Customers may choose from 2 stock products to label as their own brand.

### **Minimum Private Label Orders:**

500 mg Softgelatin Capsules: 1000 Bottles

### **Lead-Time of Private Labeled Stock Products:**

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Allow 2 - 4 weeks lead-time once labels have been received by NUTRICAN

### **LABEL DESIGN AND PRINTING SERVICES**

Our in-house graphic design department is available to work with you to develop a label design to your liking or they can modify an existing label design for your new product. Fees range from \$200 to \$500 (on average) based on the amount of time required to complete the design. Cost of purchased stock photos etc for the project must be paid by the client at the time of purchase. NUTRICAN will arrange for printing and storage of your labels and maintaining inventory for future purchase orders. The cost to print and ship the labels to NUTRICAN will be the customer's responsibility and must be paid in full at the time the labels are ordered. Customer will have final approval of label proof prior to printing. Lead-time on labels once they are designed, proofed and ordered is about 3-4 weeks.

### **STANDARD PACKAGING**

Most softgelatin product are packaged 500 mg x 120 capsules per bottle, and 80 bottles per case. Other package sizes can be customized.

### **STOCK SAMPLE REQUESTS**

Please call, fax, or e-mail your Account Representative to request stock samples. Your request will usually ship within 2 working days by FedEx or UPS Ground. If overnight delivery is required, please provide your Federal Express or UPS account number for billing.

### **QUOTES**

Please contact NUTRICAN to receive a formal quote on your requested private label products. The quote must be signed and a copy returned to NUTRICAN with or prior to the first purchase order.

### **PURCHASE ORDERS**

For your benefit, NUTRICAN requires a written purchase order for all customer orders. Purchase Orders must include a reference number (PO#), both your shipping and billing addresses, any special shipping instructions, and the name and contact information for the order. A Certificate of Analysis is provided with each order upon request. If additional documents are required for customs, or other reasons, those should be indicated on the purchase order. Requests for special case markings or alternate product specifications should be made in writing at the time of order.

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### **CANCELLATIONS**

Deposits for private label orders are not refundable. Once NUTRICAN production has commenced, the customer accepts the responsibility to pay 100% of the amount of the purchase order.

### **RETURNS**

Returns are not accepted unless there is a warranty issue. All products leaving NUTRICAN are thoroughly inspected to assure quality and accuracy.

### **PRODUCT WARRANTY**

NUTRICAN guarantees private labeled product to be free of any foreign objects; micro-bacterial contamination and meet label claim when products ship from our warehouse. The customer has the sole responsibility for evaluating and testing the products. No additional warranty or performance assurances are implied without documented stability testing and written guarantee from NUTRICAN.

Any recommendations or suggestions from NUTRICAN regarding end uses and methods of use are offered only as recommendations based upon industry experience, and do not constitute a guarantee of performance with any product unless formally agreed to by NUTRICAN on a product-by-product basis.

### **FULFILLMENT**

NUTRICAN offers a full range of fulfillment services from order taking to shipping that can be customized to fit the individual needs of the customer. Please contact a Sales Department for more details.

### **SHIPPING**

All pricing quoted is FOB Toronto, Canada.

Cordially, we will work with most carriers that you specify, however the customer is responsible for all freight costs unless agreed in writing by an authorized NUTRICAN Representative. Large orders will be shipped on standard GCMI 48" x 40" wood pallets and smaller orders will be shipped UPS, unless other arrangements have been made in advance and so stated on the customer's purchase order. Plastic pallets are available for an additional charge.

Domestic Orders are shipped according to the customer's instructions and can be arranged by NUTRICAN and shipped using our discounted rates or you can arrange your freight broker to pick up the order.

International Orders must be picked-up at NUTRICAN warehouse in Mississauga, Ontario. We can arrange all international shipments. The customer can also forward authorization from to NUTRICAN and notify name of the designated freight forwarder with contact information before releasing the shipment to that freight forwarder. Once the order is ready for pick-up NUTRICAN will fax copies of the invoice, CofA and any necessary documents required for customs to the freight broker and the customer. Original documents will be mailed respectively. This allows the customer to have control of the shipment in order to make changes or re-route the shipment while in transit.

NUTRICAN relinquishes control and ownership of all products and shipments to the customer once an order leaves its facility.

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### **NUTRICAN WAREHOUSE ADDRESS**

Orders will be available at:

NIPPON EXPRESS CANADA LTD.  
16250 Edwards Blvd.  
Mississauga, Ontario  
Canada L5T 2X3

Dock Appointments should be made by calling your Sales Representative.  
Shipping Hours are: Monday - Friday 8:00 A.M. to 4:30 P.M. Eastern Standard Time.

### **TERMS**

Private Label of stock product requires a 50% deposit with the order. The balance of payment is due when the product is ready for shipment unless credit terms have been pre-approved.

#### Methods of Payment

L/C, Wire or Net 30 days, pending prior credit approval.

#### International Payments

Wire Transfer at the time of order, unless both parties have agreed to other arrangements.

#### Wire Transfer Instructions

**NUTRICAN INC.  
TD CANADA TRUST**

INCLUDE \$20 WIRE TRANSFER FEE TO THE AMOUNT REMITTED.

**NUTRICAN INC. also provides bulk products in liquid, capsule, powder form.  
If you are interested in bulk product, please contact your sales  
representative for a quote.**

For more information or questions please call 1 (416) 226 7264. Thank you for enquiring.