



## Personalized Name Puzzle Drop Ship Program

### Introduction

Personalized Name Puzzles will be part of a drop ship program that can be delivered to either your store or direct to your customer. Please note the specifics of the drop ship program below.

### Price

The base price for each puzzle will be \$13.00 each (not including shipping).

### Turnaround Time

Our goal will be to ship all puzzle orders within 24 hours for orders placed during the week. Orders placed on the weekends or holidays will be shipped the following business day.

### Shipping

In order to provide this drop ship arrangement, you will be required to supply a valid UPS account number that all shipments can be billed to. Sorry, but at this time we cannot ship to PO Boxes or international destinations, as all orders must be shipped via UPS. If you do not have a UPS account there will be an additional charge billed to your account of \$10.00 per puzzle or \$10.00 for 3 puzzles shipping to one location to cover shipping & handling

### Name Length and Characters Allowed

We can ONLY support names of NINE characters or less, made up of upper case letters from A-Z, in addition to the space character. NO other special characters, numbers, or lower case letters are allowed.

### Order Entry

In order to facilitate the efficient and accurate production of your puzzles, you'll be required to enter all puzzle orders into the Fat Brain Toys Drop Ship Portal (<https://www.fatbraintoys.com/personalized/>) Once approved as a drop ship account, you'll be provided with a login to a special area of our website where you'll be able to enter the required information for each puzzle order including the personalization details, plus the related shipping information. This portal will allow you to enter either single orders or bulk orders, but in each case you'll be responsible for the accurate entry of all information.

### Tracking

At the end of every weekday, an email will be sent to you with tracking information for each puzzle shipped that day.

### Terms

With proper credit references, we'll be able to extend Net 15 terms to all Drop Ship accounts.

### In Store Display

Once you have completed the account set up through the portal we will send a store demo/display with two name puzzles at no charge.

