



Evergreen Herbs and Medical Supplies, LLC

Welcome Packet

Please complete the enclosed forms and fax them back to us along with

- 1. A copy of your professional license/certificate**
- 2. A copy of your Seller's Permit** (we must have both the Resale Application signed as well as a copy of your seller's permit to avoid charging you sales tax if you are in the State of California)

Fax: 866-473-3698

Mail: Evergreen Herbs & Medical Supplies, LLC
17431 E Gale Ave
City of Industry, CA 91748

Email: sales@evherb.com

New Account Form

Have you had an account with us before? Yes No

Billing Information:

License Holder's Name _____

License Type _____ License # _____

Company Name _____

Billing Address _____ Contact Name _____

City, State, and Zip Code _____

Phone _____ Fax _____ Email Address _____

Shipping Information:

Shipping Address _____ Contact Name _____

City, State, and Zip Code _____

Phone _____ Fax _____ Email Address _____

Is this a commercial or residential location? Commercial Residential

Other Information:

How did you hear about Evergreen Herbs? _____

If a colleague referred you to us, please list his/her name so we can send a thank you card for his/her referral.

Internet Policy:

Evergreen Herbs and Medical Supplies only sell to licensed healthcare practitioners. Practitioners are welcome to resell the herbs to their patients who are currently under your care and receiving proper medical consultation. If the herbs are being ordered for sale on the Internet to patients who are not under your direct care, we reserve the right to suspend all sales.

Suggested Retail Pricing:

Evergreen Herbs suggested retail pricing policy is for all its customers selling its products online. Any change to the suggested retail pricing including, but not limited to; discounts, coupons, price-matching, specials and promotions will be a violation of this policy.

Affiliated Third-Party Sites:

Evergreen Herbs does not authorize or permit sales of its professional lines of products on third party sites such as Amazon or eBay. All customers selling Evergreen products online must only sell on customer-owned sites.

Trademarks, Logo and Logotypes:

Evergreen Herbs does not provide its logo, logotypes, and trademarks for customers' use on the internet. All Evergreen Collection products sold online must be displayed with the TM symbol next to it to indicate that it is a trademark of Evergreen.

Disease Claims:

Evergreen products may not be displayed or mentioned within two web page links of any disease claims. This is an effort to protect you and Evergreen Herbs from possible legal liabilities due to the requirements of the FDA (Food and Drug Administration) in regards to disease claims associated with dietary supplements.

Evergreen may review Customer's web site at any time and reserves the right to require Customer to make changes to its web site based upon the use of any intellectual property owned or controlled by Evergreen in association with any disease claims, even if Evergreen has previously approved or accepted Customer's web site or the material displayed thereon.

Violations of Policy:

All Customers who violate any part of Evergreen's Internet Policy will receive a fifteen (15) day advance written notice from Evergreen that they are in violation of the policy and therefore will no longer be able to purchase the Products after the end of the fifteen (15) day notice period. Customers that correct their Web site to bring it into compliance with this Policy should promptly notify Evergreen Herbs. Evergreen will then review Customer's website and determine whether Customer has brought his or her site into compliance with this Policy. Upon approval, Customer's account will be reactivated. A zero-tolerance approach has been implemented to this policy. Customer acknowledges that upon any subsequent breach of any provision of this Agreement, Evergreen may terminate Customer's account without notice. Once Customer has fallen out of compliance with this policy in any way and has received any written notice from Evergreen, then upon any subsequent breach Evergreen reserves the right to immediately terminate the Customer's account.

Any failure or delay by Evergreen in enforcing any provisions of this Policy or any of the Evergreen rights in any of the Trademarks shall in no way be considered a waiver of such provisions or rights and shall no way prevent Evergreen from enforcing the same at a later date.

Evergreen Herbs, in its sole discretion, may revise or eliminate this Policy at any time.

I agree to Evergreen Herbs and Medical Supplies Internet Policy shall I decide to sell Evergreen products on the Internet at anytime in the future.

License Holder's Signature Require

Print Name

Date

Applicant's Signature (if different from license holder)

Print Name

Date



Resale Application

Dear Healthcare Practitioners of California,

Evergreen Herbs is required to collect sales tax for all items it sells to its customers.

If you have a seller's permit, please fill out the form provided and return it to us with a copy of your seller's permit as soon as possible. You may enter "herbal and dietary supplement" on the third and fifth column, and "Evergreen Herbs & Medical Supplies, LLC." in the fourth column. To not charge you sales tax, we must have this form signed and returned to us. A copy of your seller's permit is not sufficient.

If you do not have a seller's permit, you may apply for one at your local state sales tax board office. Seller's permit may be granted on the same day if necessary. If you choose not to apply for a seller's permit, sales tax will be charged for all orders.

Please contact your tax advisor should you have any questions regarding sales tax or Seller's Permit.

Any request for a refund on sales tax charged prior to the month we receive your Resale Application and a copy of your Seller's Permit shall be directed to the California State Board of Equalization (BOE). We are unable to refund the tax as it has already been paid to the BOE.

Sincerely,

Evergreen Herbs and Medical Supplies, LLC
17431 East Gale Ave. City of Industry, CA 91748
Website: www.evherb.com; E-mail: sales@evherb.com
Tel: (626) 810-5530; Fax: (626) 810-5534

Please fill out this form below and return it to us along with a copy of your seller's permit. Thank you!

FIRM NAME _____	
I HEREBY CERTIFY, that I hold valid seller's permit No. _____ issued pursuant to the Sales and Use Tax law;	
that I am engaged in the business of selling _____	
that the tangible personal property described herein which I shall purchase from: _____	
will be resold by me in the form of tangible personal property; PROVIDED, however that in the event any of such property is used for any purpose other than retention, demonstration, or display while holding it for sale in the regular course of business, it is understood that I am required by the Sales and Use Tax Law to report and pay for the tax, measured by the purchase price of such property.	
Description of property to be purchased: _____	

Date: _____ 20_____	Signature: _____
at: _____	By and Title: _____
Phone: _____	Address: _____

Frequently Asked Questions:

Q: Who do you sell your herbs to? What qualifications do I need to set up an account?

A: Evergreen products are sold to license healthcare practitioners and TCM students who are proficient in herbal prescription. We do not sell to patients directly.

Q: How do I set up an account?

A: You are welcome to set up an account by filling out the forms in this packet or simply go online to www.evherb.com. A copy of your healthcare practitioner's license or Student ID is required.

Q: What are the shipping costs?

A: Shipping costs range from \$8-\$10 via UPS Ground shipping to a commercial address. Prices will vary if express shipping options are requested.

FREE UPS Ground shipping for herb orders over \$120.00 in the continental US. FREE shipping applies only to herbs and not to books or supplies. Shipping and handling charges will be applied to all orders under \$120 and Starter Kit orders. For your convenience, we also have UPS Next Day Air (red label), 2nd Day Air (blue label) or 3rd Day Select (orange label) service available upon request at actual shipping cost.

US Postal Service shipping option is available for HI, AK, PO Box, and International orders. Orders will be charged actual freight plus \$3 handling charge and insurance. Tracking services are not available for post office shipments. Credit for lost packages will only be issued after we receive reimbursement from the USPS.

Q: Which credit cards do you accept?

A: We accept Visa and Master Card.

Q: When is the cut off time to order for same day shipping?

A: Orders placed before 2pm PST will be shipped out on the same day for UPS shipping option. Orders shipped via US Postal Service are usually shipped the next business day.

Q: Are there any discounts?

A: We offer volume discounts, including a 20% Starter Kit Herbal Pharmacy discount, free shipping for herb orders over \$120, and monthly 4+1 specials. From time to time, we offer Internet as well as seminar/webinar discounts.

10% discount on orders over 50 bottles of single herbs/formulas.

15% discount on orders over 100 bottles of single herbs/formulas.

20% discount for Starter Kit orders of 50 bottles or more (One per customer).

FREE pharmacy supplies are included with every Starter Kit order: 1000 empty capsules, 20 empty bottles, shelf labels, custom prescription labels, spoons, and 100 plastic medicine bags. Shipping charges are applied to all Starter Kit orders. Visit www.evherb.com for more information on the Starter Kit.

Q: What is your return policy?

A: Our goal is to ensure that you are satisfied with our products and services. If for any reason you wish to return items you have ordered, please contact us. To maintain the quality and purity of products we provide to you, we can only accept returns made within 60 days of purchase. A full refund is given to returns made within 15 days of purchase. Exchanges or credits made after 15 days of purchase are subject to a 15% restocking fee.

Q: Is there a minimum dollar amount for ordering?

A: We do not require a minimum purchase, but herb orders of \$120 or more will qualify for free UPS Ground shipping in the continental U.S.

Q: How long will it take to receive my order?

A: Shipping usually takes 1-5 business days, depending on your U.S. location. Herb orders are shipped from southern California and needles and supplies from Northern California.

Q: What is your practitioner pricing policy?

A: We do provide a suggested retail price for our products. If you are selling our products online, please refer to the Evergreen Internet Policy.

Q: Can you ship directly to my patient?

A: Yes, we can drop ship to your patients. Invoices are sent to the practitioner unless otherwise instructed.