

# KD Presell FAQ's

## What is a Presell?

It is the communication and process of preordering key Kehe Direct items you want available for a future date/season.

## Which items should be Presold?

Items which because of inventory levels, manufacturer lead time requirements or seasonal spikes require preorders to ensure product availability. Some specific examples are: promotional deals, seasonal items, international items, special displays and shipping prep packs.

## Why Presell?

- To be confident you will have the necessary items & quantity you need on deal
- Ensures speed to market! Be first to offer the new product to your customers
- Preselling is the only way to get displays, shipping and prep packs, often the best way to sell items on deal

## Who can Presell?

Any business or organization, with a Kehe Direct customer numbering good standing, and has placed at least one regular order successfully.

## When & How will the Presold product be billed?

The week prior to the first promotional period ship date you will be contacted to confirm inventory, shipping & product price total. Upon confirmation, you will be required to supply your credit card payment information.

## When & How will the Presold product arrive?

After credit card payment has been finalized, the order takes 2-3 business days to build the presell order (does not include shipping in transit). Upon shipping from the Kehe Direct warehouse a confirmation e-mail will be sent listing the freight method and tracking number.

## How do I place my Presell?

- By e-mail: E-mail preorder form to [orderinfo@kehedirect.com](mailto:orderinfo@kehedirect.com) by the presell due date
- By fax: Fax the completed customer form to 815-886-4360 by the presell due date
- By phone: Call in your preorder by the presell due date at 866-631-6406

**Terms & Condition of Sale:**

- From the time between preorder and inventory received prices are subject to change without notice due to the fluctuating value of commodities and world currencies. We will confirm prices the week prior to the first promotional period ship date and your payment.
- Orders and inventory levels are subject to manufacturer and importer's fill rate and availability
- Kehe Direct does not guarantee sales
- Canceled Preorders are subject to a restocking fee of 10% or \$150 (whichever amount is less)