

SNAKES & LATTES

— FULFILLMENT —

SERVICES

CROWDFUNDING CAMPAIGN FULFILLMENT

SHIPPING AND LOGISTICS SERVICES

WE'LL TAKE IT FROM HERE

Let Snakes & Lattes Fulfillment take the legwork out of getting your Canadian crowdfunding backers their product. Fulfilling your project becomes painless, cost effective, and timely. Along the way, we can take care of your customers and provide them the customer service they deserve. After your campaign, we can also keep shipping your product as you sell it to Canadian customers or retailers.

CROWDFUNDING CAMPAIGN FULFILLMENT

- **HASSLE FREE**
Painless project set-up, border and customs transit services, full pick and pack, reliable shipping
- **SIMPLE FEE STRUCTURE**
Easy and clear billing, usually just a nominal packing fee and a destination charge
- **CUSTOMER SERVICE & SUPPORT**
Backers have been eagerly awaiting their product for months, and we make sure they get the support they deserve
- **SHIPPING EXPERTISE**
Snakes & Lattes Fulfillment has been shipping crowdfunding campaigns for years, from the tiniest to some of the biggest in history



From validating Canadian addresses to physically putting the order together, we can help you take care of your Canadian backers and offer them the customer service they deserve.

Every parcel is provided a tracking number, and our system emails that tracking direct to the customer on your behalf. From there, our online management portal provides you with real time access to the status of each and every parcel.

Once everything is out the door and en route, Snakes & Lattes Fulfillment can manage your Customer Service direct to consumer to make sure every parcel gets where it needs to go. At no extra cost to you, we can take care of your customer requests, inquiries, missed deliveries and even product returns. The service is available in both English and French and is facilitated via email.

If your preference is to manage your own customer service and act as intermediary for your customers, simply let us know and Snakes & Lattes Fulfillment will redesign the automailer with your logo and choice of content, pointing all customer communication to the channels of your choosing.

SHIPPING, LOGISTICS, AND DISTRIBUTION SERVICES



Beyond your crowdfunding campaign, if you want to sell direct to customer, we can help you to integrate your website with our API for Snakes & Lattes Fulfillment to automatically fulfill orders on your behalf. Plug-in your store, whether you're on Shopify, Amazon, or want to upload your own CSVs, and we can ship your customers' items in realtime. You can avoid confusing Canadian duties and distant shipping risks, satisfying your customers along the way.

As soon as a parcel leaves our warehouse, both you and your customer will receive a notification along with a tracking number. Our online portal will provide you with real time information on every order alongside an up to date inventory count to help you manage your stock on hand at our warehouse.

If you're selling to Canadian retailers, Snakes & Lattes Fulfillment can also facilitate your local inventory for when your clients need more product on their shelves. We'll hold your product safely and securely, and ship it as you sell it. By the box, by the master case, or by pallet - let us know how we can help you.

Are you simply trying to avoid customs and duties messes, or want to have some local Canadian inventory on-hand? We can provide our expertise, bring your product into Canada, and provide secure storage at your immediate access.



SHIPPING, HANDLING, AND STORAGE RATES



HANDLING FEES

Regardless of the size, regardless of the weight, regardless of the number of unique products that any order may consist of, Snakes & Lattes Fulfillment will pack the order for you and will provide appropriate boxing/shipping solutions for each parcel.

Snakes & Lattes Fulfillment's standard picking/packing charge is \$3USD per order for up to three unique SKUs per order. An additional charge of \$0.75USD is applied for each additional SKU over 3 per order, and an additional charge of \$0.50USD is applied for each additional SKU over 10 per order

SHIPPING RATES

The table reflects weight in ranges of kilos and pounds. These rates reflect the total cost of shipping per order based on destination and weight, including associated fuel surcharges. All prices are in USD. If you are a Canadian company, we will use the exchange rate of the date of invoice.

Weight (kg)	Weight (lb)	AB	BC	MB	NB	NL	NS	ON	PEI	QC	SK	NT	NU	YT
<0.75kg	<01.7lb	\$10	\$10	\$9	\$9	\$11	\$9	\$7	\$9	\$7	\$10	\$11	\$11	\$11
0.76kg-1.0kg	1.71lb-2.2b	\$11	\$11	\$10	\$10	\$12	\$10	\$8	\$10	\$8	\$11	\$12	\$12	\$12
1.01kg-2.0kg	2.21lb-4.4lb	\$13	\$12	\$11	\$11	\$13	\$11	\$9	\$11	\$9	\$12	\$14	\$14	\$14
2.01kg-3.0kg	4.41lb-6.6lb	\$16	\$15	\$12	\$12	\$14	\$12	\$10	\$12	\$10	\$13	\$16	\$16	\$15
3.01kg-4.0kg	6.61lb-8.8lb	\$18	\$17	\$13	\$13	\$15	\$13	\$11	\$13	\$11	\$14	\$18	\$18	\$18
4.01kg-5.0kg	8.81lb-11.0lb	\$19	\$18	\$14	\$14	\$16	\$14	\$12	\$14	\$12	\$15	\$20	\$20	\$20

>5k / >11lb: email us for a quote

STORAGE

At the conclusion of shipping Snakes & Lattes Fulfillment will provide a count of the remaining inventory and one free month of storage. After this, storage is available for \$12USD per m³ per month, or it can be mailed to a destination of your choosing at an arranged rate.

SHIPPING YOUR PRODUCT TO US

GETTING YOUR GOODS TO CANADA

Goods can be sent to either our American or Canadian warehouses at the following addresses:

SNAKES & LATTES
2769 BROADWAY SUITE XS0600 BUFFALO, NY 14227 USA

For inventory sent via the Buffalo address, Snakes & Lattes Fulfillment will absorb all costs associated with your product for shipping, freight forwarding, and customs duties* from Buffalo to our Toronto fulfillment warehouse.

For inventory sent to our Buffalo address, Snakes & Lattes Fulfillment will manage importing your goods into Canada. In order to do so, we require an invoice from the sender. The invoice needs to define the following:

- 1 - Seller: Name and Address (yours)
- 2 - Freight Forwarder: Name and address (whomever you're using)
- 3 - Destination: Our Name and the destination address
(Snakes & Lattes - 151 Sterling Rd, Toronto, ON, M6R 2B2 CANADA)
- 4 - The production cost: per item and number of items per item type
- 5 - Subtotal: calculated based on units and production cost per unit
- 6 - Taxes: \$0
- 7 - Total: The total value of all products.
- 8 - Country of Origin

This invoice has no purpose other than accounting for the inventory and its associated production values to freight forward into Canada. Duties will be calculated based on total value listed.

*Snakes & Lattes Fulfillment will absorb import duties only for board game product. All other fees will be carried forward.

Or

SNAKES & LATTES
151 STERLING RD TORONTO, ON M6R 2B2 CANADA

For any inventory you send direct to our Toronto address, you pay all costs associated for shipping, freight forwarding, and customs duties.

TERMINATION

At any time, you can terminate your collaboration by providing Snakes & Lattes Fulfillment a two-week written notice. At that point, we will ship your inventory to the destination of your choice in North America. You will be responsible for the transportation costs incurred.

CONTACTS

GET IN TOUCH

GUILLAUME LEONARD - LOGISTICS COORDINATOR

leonard@snakesandlattes.com
(647) 273-8284

OLIVIER PARANT - WAREHOUSE MANAGER

warehouse@snakesandlattes.com
(647) 342-9229 ex 3

TYLER SMITH - HEAD OF DISTRIBUTION

tyler@snakesandlattes.com
(647) 234-3823

All of us at once -
fulfillment@snakesandlattes.com

