Let Snakes & Lattes Fulfilment 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.
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 the tracking details directly 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 directly with the 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.
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 Fulfilment 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 lend our expertise, bring your product into Canada, and provide secure storage at your immediate access.
OUR RATES & SERVICES

HANDLING SOLUTION

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

As well as transport logistics and customer service, our flat rate includes both shipping and handling (up to five unique items, with an additional charge of $0.50USD applied to each additional item over 5 per order).

<table>
<thead>
<tr>
<th>Weight (kg)</th>
<th>0.5</th>
<th>1</th>
<th>1.5</th>
<th>2</th>
<th>2.5</th>
<th>3</th>
<th>3.5</th>
<th>4</th>
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</thead>
<tbody>
<tr>
<td>Rates $USD</td>
<td>$12.85</td>
<td>$13.90</td>
<td>$14.95</td>
<td>$16.00</td>
<td>$17.05</td>
<td>$18.10</td>
<td>$19.15</td>
<td>$20.20</td>
<td>$21.25</td>
<td>$22.30</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Weight (lbs)</th>
<th>1.1</th>
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<th>3.3</th>
<th>4.4</th>
<th>5.5</th>
<th>6.6</th>
<th>7.7</th>
<th>8.8</th>
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</tr>
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<tbody>
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<td>$20.20</td>
<td>$21.25</td>
<td>$22.30</td>
</tr>
</tbody>
</table>

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

*If your product is over 5kg (11lbs), please email us for a quote. If your package has a large size-to-weight ratio (Length (cm) x Width (cm) x Height (cm) /5000= dimensional weight in kg) further charges may apply to invoice. Prices are in USD. Canadian customers are billed as per the USD-CAD exchange rate on the date of that invoice.

Depending on the size and complexity of your project, a down payment will be asked before we start your campaign.

For any delivery of containers or large shipments unloading charge may apply.

AFTER YOUR CAMPAIGN

Upon completion of fulfillment, Snakes & Lattes will provide a count of the remaining campaign inventory and one month of storage to allow for any unforeseen corrections. After this, many options are available to you:

- **Option 1**: The remaining stock will be shipped at a pre-arranged rate to a destination provided by you at signing.

- **Option 2**: Snakes & Lattes can purchase your leftover parcels for $1 per item.

- **Option 3**: After the first free month of storage, Snakes & Lattes will charge you a monthly fee if $20USD per SKU up to one skid. If a SKU is more than one skid it will be $20USD per skid, per month.

- **Option 4**: A direct fulfillment option can be offered. Let us know what your expectations are and if we are able to provide you this service, we can arrange a direct fulfillment agreement.
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 customs duties* from Buffalo to our Toronto fulfillment warehouse. For the move between the outbound and the Canadian Shipping warehouse a charge of $50 USD per skid will apply to cover transportation, administration or any fee due of the transfer.

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 it’s 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.
GET IN TOUCH

THE FULFILLMENT TEAM,
OLIVIER, GUILLAUME, MAT & CHRIS, ARE HERE TO ANSWER ANY QUESTIONS

fulfillment@snakesandlattes.com

(647) 342-9229 ext 3
This FULFILLMENT AGREEMENT (this “Agreement”), is entered into as of:
____________________________ (“Commencement Date”),

by and between:
____________________________ (“Vendor”),

and Snakes & Lattes Fulfillment (“Fulfillment company”) (together, the “Parties”).

INITIAL TERM
The initial term of this Agreement shall begin on the Commencement Date and extended on a month-to-month basis until terminated by providing 30 days advance notice in writing by either party hereto (the “Term”) or by the end of the fulfillment campaign and after payment.

By signing this agreement both parties agreed on what follows:

- The Vendor agrees to provide and communicate all relevant information and documentation that can help Snakes & Lattes Fulfillment to organize and to fulfill the project the best way possible, as soon as possible.

- The Vendor agrees with the pricing and information provided on this documentation.

- Please choose the option for the left over of the end of your campaign:
  Option # __________
  If you the option chosen is the Option #4, please provide us the returning address:

  Company/Contact Name:
  Address 1:
  Address 2:
  Postal Code:
  City:
  Country:

CHARGES FOR SPECIAL SUPPLIES OR MATERIALS
If the warehouse is required to stock special supplies or materials to fulfill your campaign, a unit price will be quoted and upfront payment of product is required. All other supplies will be billed at cost plus 15%.

The above charges are NOT all inclusive. Any additional services requested and not listed above will be charged at Snakes & Lattes standard rates. If you need any additional services please feel free to ask for a quote.

PAYMENT TERMS
All invoices are net due upon receipt.

The above terms and conditions are hereby accepted:

Date: ______________________________ Company Name: ____________________________
Printed Name: __________________________ Signature: ____________________________