

# Terms & Conditions

## for the Order and Purchase of SproutWorld Products

### INTELLECTUAL PROPERTY AND RESELLING

SproutWorld is a globally protected trademark™. Our product designs and technologies are patented or patent pending worldwide.

To protect our patent and trademark, SproutWorld is selling our products, the SproutWorld Pencil and The Sprout Spoon,

exclusive on Amazon and Alibaba. Therefore, we do not allow others to sell any SproutWorld products on Amazon/ Alibaba.

In addition to protect patent and trademark, SproutWorld products must not be listed on online market places such as Ebay, Etsy etc

Distributors buying SproutWorld products are obligated to inform third-party buyers of the conditions regarding selling on Amazon/ Alibaba and other online market places. Is this not complied with, and should the third party buyer promote and sell any SproutWorld products on Amazon/ Alibaba, the providing

distributor may be obligated to compensate the third party buyer, for any loss that might occur in connection with his withdrawal from selling on Amazon/ Alibaba.

We will act against resellers, copyists, and violators of our trademark and patent.

Customers are responsible for ensuring that they are not infringing on any intellectual property rights of others when designing their artwork and placing an order with SproutWorld.

The SproutWorld logo and seed name may not be removed from our products.

You can report patent infringing products you encounter to [info@sproutworld.com](mailto:info@sproutworld.com)

### PAYMENT

Sprout USA, LLC accepts payment by check, wire transfer, ACH, or other bank-to-bank electronic transfers. Credit cards are accepted via Stripe, through a separately emailed link, or via PayPal link, if requested. We only accept USD currency.

Note that for PayPal payments, you must have or create a PayPal account.

Credit card and PayPal payments are only accepted for orders totaling less than \$5,000.

We may, at our discretion, require payment by wire transfer only.

**Terms of payment:** Pre-payment only. Production of customized products will not commence until payment is received (final layouts/proofs must also be approved via email).

### DELIVERY

Sprout USA, LLC delivers via UPS on all business days. For orders under 5,000 pieces (which do not contain items that we specifically note require additional lead time) we will do our very best to ensure that you receive your order within three weeks from the date of layout/proof approval and receipt of payment, whichever is later. All orders are shipped via UPS, therefore we cannot ship to PO boxes. We cannot be responsible for delays due to inclement weather, UPS/carrier related issues, incorrect delivery address being provided by the customer, customs delays, delays caused by agricultural or other government authorities, or anything else outside our control.

Items requiring additional lead time (please request a lead time estimate):

- Customized box, notebook, or sleeve packaging
- Rainbow pencil and large orders of colored pencils may sometimes require an additional lead time
- Retail displays
- Orders containing 5,000+ pencils
- Orders containing 500+ 3-packs, 5-packs, or 8-packs of pencils may sometimes require additional lead time

## CUSTOMS AND INTERNATIONAL/ISLAND DELIVERIES

Any applicable duties, taxes, customs, or brokerage fees in connection with deliveries outside of the US are to be paid by the importer/receiver. In no case will Sprout USA, LLC be the importer on record.

UPS will generally request payment of any applicable customs fees, taxes, duties, and/or brokerage fees upon delivery. For larger orders, UPS may request payment prior to delivery.  
**DELIVERY TO CANADA:** You can call UPS at 506-877-4878 and pay these fees in advance once you have your tracking number.

We can ship all of our seeds to Canada. We can ship all seeds to Hawaii, except Spruce tree seeds. We will handle all the documentation for these destinations. Boxes containing SproutWorld pencils going to Hawaii will have been opened and inspected by the Hawaii Department of Agriculture prior to arrival.

The SproutWorld pencil, when produced in the US, is covered by USMCA and a certificate of origin or certificate of origin will be entered into the UPS system when shipping from our US facility to Canada. We cannot ship seeds to Mexico.

For other countries or islands: Due to seed regulations, the following must be taken into consideration before order placement:

- Does your destination require a plant certificate/phytosanitary certificate? (Cost \$100 – \$400) SproutWorld will obtain this and ship it with your order for customs clearance. Additional lead time is required. Note: orders requiring phytosanitary certificates will likely be produced in and shipped from Europe.
- Does your destination have any specific regulations regarding specific seeds?
- Does your destination require an import permit or pre-authorization? This is the importer's responsibility.

Sprout USA, LLC will be happy to assist with the above-mentioned points, however, understanding the individual country requirements and ensuring that all the appropriate documentation in place is the responsibility of the importer.

## RETURNS AND WARRANTY

Returns are not possible for customized products. If products are damaged during transport, please contact us immediately, so we can work together to find a suitable solution. We will always do our best to ensure that you're happy with your SproutWorld products.

Our warranty applies to all material and/or manufacturing defects. The warranty does not apply to defects or damage caused by improper use of a product.

For best results, please plant your SproutWorld pencils within one year of the purchase date.

If a refund is agreed, it will be in the form of a USD check and mailed via USPS or refunded to the credit card or PayPal account originally used.

## CANCELLATIONS AND CHANGES

As Sprout USA, LLC handles customized products. An order can only be canceled or changed up until the final layout/proof for production is approved.

Once the buyer has approved the layout, the order can no longer be canceled or changed.

A cancellation or change request should be sent by e-mail to [usorders@sproutworld.com](mailto:usorders@sproutworld.com) and must be confirmed by SproutWorld.

## MISCELLANEOUS

SproutWorld pencils produced in the USA are CPSIA and Prop 65 compliant, non-toxic, non-GMO, and produced using certified wood. Some components of the pencil are a choking hazard and sharpened or broken pencils can cause injury. Please keep away from children 0-3 years old.

These terms and conditions may only be superseded or replaced upon mutual written agreement.

These terms and conditions supersede those included on any purchase order that arrives separately.

## THANK YOU FOR BEING A FRIEND OF SPROUTWORLD

We appreciate your business and hope that you like your SproutWorld products. It means a lot to us.

We appreciate any feedback you have, and you are always welcome to contact our CEO Michael Stausholm at [ms@sproutworld.com](mailto:ms@sproutworld.com)