



OCEANO ZERO WHOLESALE ORDERING GUIDELINES

Welcome to Oceano Zero's wholesale ordering process. As the premier provider of ultra-premium non-alcoholic wines, we are thrilled to partner with establishments like yours to offer sophisticated alternatives that cater to all guests. Below, you will find detailed instructions on how to order Oceano Zero for your establishment, including direct orders from the winery and through our partners, Airgoods and Faire.

Direct from Winery

Set Up Your Account:

1. Fill out the [wholesale account form](#) to start the setup process.
2. Upon approval, you will be assigned a dedicated Oceano Zero wholesale account representative.

Place Your Orders:

- Contact your account representative directly, or
- Complete the wholesale order form given to you once your account has been established.

Shipping and Handling:

- Orders are shipped within 3 business days via FedEx Ground.
- Tracking information will be provided via email once orders are dispatched.
- We ensure all shipments are securely packaged to maintain the integrity of your wine.

Invoice Issuance:

- Invoices are generated upon order dispatch and sent electronically to the email address specified in your account setup.

Invoice Details:

- Each invoice will detail the product type, quantity, per-item cost, total cost and any discounts applied.
- A unique invoice number will also be provided for your records and reference.

Payment Terms:

- Payment is due 30 days from the ship date.
- We accept payments via bank transfer, credit card, or check.
- Inquire about our early payment discounts or policies on late payments.

Payment Instructions:

- Payment instructions will be clearly stated on each invoice, including bank details for wire transfers or a link for online payment options.
- Please ensure that the invoice number is referenced in all payment transactions to ensure proper tracking and crediting of your payment.

Late Payment Policies:

- Payments not received within the specified 30-day term will incur a late fee of 2% per month on the outstanding balance.
- Consistent late payments may result in a review and potential adjustment of your credit terms.

Invoice Queries:

- Should you have any questions or discrepancies with your invoice, please contact our billing department within 5 business days of invoice receipt.
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Frequently Asked Questions (FAQ)

Q: Can I modify an order once it's placed?

A: Yes, you can modify your order up to 24 hours after placing it by contacting your account representative.

Q: What is the minimum order quantity?

A: The minimum order is 6 bottles.

Q: Do you offer returns?

A: Returns are accepted for faulted bottles within 30 days of receipt. We ask that you reseal the faulty bottles and we will arrange their return so that we can analyze them for our research and development.

Contact Us

For further assistance or personalized service, please contact:

- Email: hello@oceanowines.com
 - Phone: (805) 549-5040
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Airgoods and Faire

Explore Our Partnerships:

- We have partnered with Airgoods and Faire to facilitate ordering through their platforms, and we handle fulfillment directly. Please refer to their websites for guidelines and frequently asked questions.

How to Order:

- Visit Oceano Zero on Airgoods: [Direct Link to Our Page](#)
 - Shop Oceano Zero on Faire: [Direct Link to Our Page](#)
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Thank You for Choosing Oceano Zero

We look forward to a fruitful partnership and are here to support you in every step of the process. Explore the world of non-alcoholic fine wines with Oceano Zero and provide your guests with an inclusive drinking experience that doesn't compromise on quality or taste.