

Common Questions for B2B Wholesale Distribution

General B2B Wholesale Distribution Services

- What products do you offer for wholesale distribution?
- Do you specialize in certain industries or types of products?
- What are the benefits of working with a wholesale distributor?
- Can you help me source products from multiple suppliers?
- Do you offer drop shipping services for wholesalers?

Pricing and Payment Terms

- What is your pricing structure for wholesale orders?
- Do you offer volume discounts for bulk purchases?
- What are your payment terms for wholesale orders?
- Do you accept credit terms or offer financing options?
- Are there any minimum order requirements?

Shipping and Delivery

- How do you handle shipping and delivery for wholesale orders?
- What are your shipping rates for bulk orders?
- Can you ship internationally for wholesale orders?
- Do you offer expedited shipping options?
- How long does it take to process and deliver wholesale orders?

Product Availability and Lead Times

- How do I check product availability and stock levels?
- Do you offer real-time inventory updates?
- What are your typical lead times for bulk orders?

- How can I place backorders for out-of-stock items?
- What happens if an item is out of stock after I've placed an order?

Custom Orders and Branding

- Do you offer custom packaging or branding for wholesale products?
- Can I order products with my company's logo on them?
- How do I set up custom orders for specific product variations?
- Do you offer private label options for certain products?
- Can you help with product sourcing and manufacturing?

Returns and Refunds

- What is your policy for returns and exchanges for wholesale orders?
- How do I return defective or damaged products?
- Do you offer refunds for returned items?
- What happens if a product is missing from my order?
- Are there restocking fees for returned items?

Customer Support and Communication

- How can I contact your customer service team for wholesale inquiries?
- Do you offer dedicated account managers for wholesale clients?
- What is your response time for wholesale order support?
- Do you offer technical support for product-related questions?
- How do I track my wholesale order status?

Wholesale Terms and Conditions

- What are the terms and conditions for working with your wholesale distribution service?
- Do you have any exclusivity agreements for certain markets?
- How do you handle disputes or issues with orders?
- Do you offer warranties on wholesale products?

- What is your policy for order cancellations?

B2B Account Setup and Registration

- How do I register for a wholesale account with you?
- What documents or information do I need to set up a wholesale account?
- Are there any fees for opening a wholesale account?
- Do I need to have a business license to work with you?
- Can I access wholesale prices online after registering?

Wholesale Marketing and Sales Support

- Do you provide marketing or sales materials for wholesale customers?
- Can I access promotional content or catalogs for the products?
- Do you offer sales training or support for wholesale distributors?
- How can I improve my sales using your wholesale products?
- Do you help with market research or product development?

Technology and Integration

- Do you offer an online portal for wholesale order management?
- Can I integrate your wholesale system with my business's existing software?
- Do you provide API access for product orders and inventory management?
- How secure is your online wholesale ordering system?
- Can I track my shipments online in real-time?