

- 1. What does MayKo Products do or offer?** MayKo imports and wholesale distributes products to retailers.
- 2. What products does MayKo offer?** We offer unique products which form a broad range of categories. We have toys, housewares, gift items, bike and scooter lights, safety vests, and more. New and unique products not available everywhere.
- 3. What is the MOQ, minimum order quantity, for MayKo orders?** We do not have a minimum order for anything except wiggler cars, french presses, and bungee chairs as listed in our catalog.
- 4. How do I set up an account with MayKo?** Submit your first order, we will hold the order and send you a New Customer Application Packet. Please complete it and return it back to MayKo, once application is approved, your order will be processed and shipped.
- 5. Does MayKo offer free shipping on orders?** Yes, we have free shipping on all orders over \$350.00.
- 6. What is the shipping price if the order is below \$350.00?** We have a flat rate of \$15.00 per order if the order is below \$350.00.
- 7. Why are invoices due on receipt?** By default, invoices are due on receipt then in return we don't charge any late fees. We trust our customers will pay all invoices in a timely manner. We sent monthly statements after 30 days but if accounts are delinquent too long we will no longer accept orders from that store until full restitution is made. After that orders will need to be paid before processed.
- 8. Does MayKo offer any volume discounts?** We don't have product specific discounts but offer a grand total discount on all orders over \$500.00 that are paid when order is submitted. You can pay with card, check by phone, or mail check with order.
- 9. What are the discounts if I pay when I place the order?** 2.5% off \$500.00-\$999.99 | 5% off \$1000.00-\$1999.99 | 8% off \$2000.00-\$3999.99 | 10% off \$4000.00 +. Shows have special terms, see #21.
- 10. Does MayKo sell direct to consumers?** No, MayKo does not sell direct to individuals. We have a sister company that offers the items MayKo carries but charge the full suggested retail price to propel consumers to shop at their local store.
- 11. When can I expect my orders to ship?** All orders are processed and shipped within 1-2 business days. We ship UPS or freight. Freight may take a day or 2 longer to get logistics scheduled.
- 12. How does MayKo handle back ordered items?** We rarely have items out of stock however it can happen. In the event of an item being out of stock we will process the order with all in-stock items and ship that order. Your back order will be held until it arrives then ship that. Invoices for back ordered items are not due until the item ships and do not incur an additional shipping fee.
- 13. How often does MayKo launch new products?** We are always watching and working on new products. As soon as we have a delivery date we will launch products and start accepting orders.
- 14. How often does MayKo's pricing change?** We print and mail a new catalog every 4 months, first of February, June, & October. Once those are printed, our price will not change within that time frame. The new catalogs are mailed to all store contacts on our mailing list at the time of printing. We note all price changes in the latest catalog and also note it on the invoices for the first month or 2.
- 15. What are the selling margins on MayKo items?** On average, our advertised suggested retail price offers a 35% profit margin from the wholesale price. We aim to have at least a 30% profit margin on all our products.
- 16. Can a retailer sell products at a different price than the suggested retail price?** Yes, you have the freedom to price items as you please.
- 17. Why does MayKo list the suggested retail price?** We advertise a lot of our products in the Busy Beaver to create product awareness to consumers and so we list the price so they know what to expect. That also gives our retailers a price range suggestion.
- 18. Does MayKo offer warranty or replacements on any of the products?** All our products are guaranteed and we have a no hassle replacement on all defective items.
- 19. Can I place an order before CVS shows to pick up at the show?** Yes, we accept orders before the show then you may pick them up at the show you plan to attend. Be sure to mention which show you want to pick up the order.
- 20. Will shipping be charged to my orders below \$350.00 if delivered to shows?** No, we do not charge shipping for orders we deliver to shows.
- 21. Does MayKo have a show specials?** Standard pricing applies for all orders but we offer a discount on all orders over \$500.00 with 15 day terms versus due on receipt for all show orders. See #9 for discount structure.



MAYKO PRODUCTS LLC

WHOLESALE DISTRIBUTION | CUSTOM IMPORTING

Was this information helpful?
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