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SELL WITH US

Coming Soon

SELL WITH CaicosFAB®

Joining the CaicosFAB® Platform as a vendor is a streamlined process designed to seamlessly integrate sellers into the vibrant ecosystem of the Turks and Caicos Food and Beverage economy. Prospective vendors begin by completing an application that provides essential information about their business and product offerings. This initial step ensures all vendors meet the platform's quality and compliance standards, contributing to a consistent and reliable marketplace.

The subsequent steps involve following the CaicosFAB® vendor research guidelines, which outline specific criteria for evaluating potential vendors. Once a vendor meets these criteria, our sales team approves and sends a confirmation email, including a vendor-generated digital identification number. As a managed marketplace, we carefully select each seller. We prioritize partnerships with reputable retailers and brands that provide exceptional customer service, diverse product assortments, competitive pricing, and prompt, reliable fulfillment.

After submitting a vendor application and profile form, a crucial prerequisite for selling your products through CaicosFAB® is ensuring they meet specific standards for sensitivity and cleanliness, aligning with global consumer expectations and regulatory requirements. Key considerations include:

- Food products must comply with international safety and quality standards, such as those established by the Codex Alimentarius Commission, ISO, and Hazard Analysis and Critical Control Points (HACCP).
- Whether you are producing your product(s) at your home or your facility, high cleanliness levels in production working space are essential, requiring regular sanitation procedures, clean water usage, and contamination risk control at every production stage.
- Potential allergens in food products must be clearly labeled to prevent adverse reactions and cater to sensitive consumers. Transparency helps build consumer trust and facilitates effective recall management if necessary.
- Use food-grade packaging that protects products from physical, chemical, and biological damage. Labels should provide clear information on ingredients, nutritional facts, expiration dates, and storage instructions when necessary.
- Adopting environmentally friendly sourcing, production, and packaging practices can enhance food products' international marketability.
- Understand and respect cultural food preferences and religious dietary laws in target markets, as these can influence product formulation and marketing strategies.

By adhering to CaicosFAB® standards, local food producers and suppliers can ensure their products are safe, high-quality, and suitable for a diverse global consumer base. By joining CaicosFAB®, vendors gain access to a broader market, advanced tools for order management, and a supportive community committed to local product excellence.

COMMUNICATING ORDERS

Welcome to the CaicosFAB® Order Communication Process. We have designed a straightforward and efficient method to keep you updated on your product orders. Please follow the steps below to understand how our platform will communicate order notifications to you as a vendor.

1: Initial Order Notification via Phone Call

- For your initial transactions, a dedicated CaicosFAB® purchasing agent will contact you personally. This step is intended to establish direct communication and guide you through the order process smoothly.

- During these calls, be prepared to receive essential details about incoming orders, including product quantities, delivery deadlines, and any specific customer requests.

2: Transition to Email Notifications

- After the initial transactions, all subsequent orders will be emailed to you. These emails are automatically generated through our inventory tracking system.
- Ensure your email address is accurately registered with CaicosFAB® to receive timely updates. All email communications will be in English. Please make the necessary arrangements to handle English correspondence efficiently.

3. Email Review and Confirmation

Regularly check your email for order notifications to stay informed about new and pending orders.

Confirm receipt of emails promptly and take any necessary actions to fulfill the orders outlined in the notifications.

Following these steps will ensure that all product orders are received and processed effectively, enhancing your ability to deliver excellent service to CaicosFAB® customers. Please do not hesitate to contact our support team with questions or require further assistance.

SHIPPING LOGISTICS TO OUR FACILITY

Shipping Logistics To CaicosFAB® Facility

In the eCommerce industry, we often emphasize the importance of last-mile delivery—it is indeed crucial. However, ensuring that customers receive their packages intact is equally significant. CaicosFAB® has partnered with the world's leading logistics companies to guarantee the safe and secure delivery of our shipments.

To maintain the integrity of products during shipping, we have established specific packaging guidelines that our logistics team and sellers must follow. Products are wrapped in a waterproof plastic layer, each individually encased in bubble wrap. Fragile items, such as bottles, receive extra cushioning with additional bubble wrap, and the packaging is sealed with our branded stickers.

Below is a list of recommended packaging materials to prepare your products for shipment to our facility. While this list covers commonly used materials, there are various other options available:

Outer Packaging

- Packaging tube
- Polyurethane bag (suitable for light, non-fragile items)
- Small single-layered cardboard box (ideal for smaller products)
- Larger double/triple-layered box (appropriate for heavier and larger products)

Filler and Cushioning Materials

- Packaging tissue paper
- Packing peanuts
- Cardboard inserts
- Crumpled paper
- Styrofoam inserts
- Bubble wrap

Sealing Tape

- Brown plastic tape (Polypropylene tape)
- Electrical tape (Vinyl adhesive tape)
- Duct Tape (Fiber-reinforced paper tape)

Weight of Your Product

The weight of your product determines the strength of the necessary packaging material. Heavier products require more substantial packaging, such as double or triple-layered corrugated cardboard boxes. You can verify the strength of the box you plan to use by checking its manufacturer's stamp. For lighter items, a polyurethane bag may suffice.

Size and Shape of Your Product

When using a box, ensure there is ample space for cushioning material. To avoid damage, the packaged item should not come into direct contact with the box's sides.

Fragility of Your Product

Fragile or high-value items demand extra cushioning and protection. It's advisable to label the box as "fragile." If the box contains several separate items, consider that they might shift and collide during transit. To prevent this, wrap and cushion each item individually. This method minimizes movement and reduces the risk of damage. Insufficient filler material can cause items to jostle inside the box, leading to damage. Conversely, overfilled boxes might burst during delivery. When adding cushioning and filler material, ensure the box has sufficient room for at least two inches (5-6 cm) of padding around the item. Suitable cushioning materials include:

- Foam or cardboard inserts
- Bubble wrap
- Airbags

Packaging Techniques

Use both an inner and an outer box. The outer box should be large enough to accommodate adequate cushioning for the inner box. Before inserting the inner box, place the filling material at the base of the outer box. Afterward, add more filling material to the outer box before sealing it using H-taping.

Properly packaging your products is crucial for cross-border shipping. Selecting the right packing materials and methods, adequately cushioning them, and securely sealing them help prevent damage during transit. This approach can save money on replacing damaged goods and enhance customer experience, resulting in satisfied and happy customers.

Responsibility for Damaged Products During Transit

While mishandling an order from our end is rare, they sometimes occur. In such cases, we conduct a thorough investigation to address the issue.

The investigation takes place as follows.

Foremost, we send the seller pictures of how we have received the product. Then, we confirm with the (vendor) seller whether sufficient care was taken while packing the product from their end. If the packaging was inappropriate, the product has been reshipped from the seller's end. If the product is misplaced/mishandled during transit by our logistics partners, we ensure the amount of the product is refunded to the seller.

Vendors' Responsibility For Packaging Materials

You will be responsible for cartons, boxes, filler, and cushioning material to ship your product to our facility. However, we provide you with CaicosFAB® Tapes, Stickers, Thank you cards, and Sorry cards for direct shipping to the customer. In case you run out, please shoot us an email (based on your requirements) at support@caicosfab.com

PRODUCT REGISTRATION

You can submit your product via the product registration console. The product registration form will prompt you to provide the required data about the product and the content accompanying it. Before submitting your product, you should carefully review and make changes, if necessary. If you need more data or require any clarifications, one of our technical reviewers will contact you using the contact information you provided in your vendor registration form. You will, however, be notified via email of any unusual activity in the product console.

Product Image Specifications

In today's digital age, compelling product imagery is paramount for engaging potential customers effectively. The CaicosFAB® Platform recognizes the importance of high-quality visuals in showcasing our food and beverage products. Below are updated guidelines and features to optimize product photography for our website.

Clean and Neutral Backdrop: A plain white square background remains the preferred choice, so ensure your product stands out without distractions. However, light gray can also be used for aesthetic variety, provided they maintain focus on the product.

Enhanced Visual Clarity: Utilize advanced photo-editing tools to improve clarity and eliminate shadows or reflections. This ensures the product is displayed in its proper form and color.

Detail-Oriented Photography: Showcase each unique feature of your product with close-up shots. Modern customers demand transparency, and providing detailed images helps them make informed purchasing decisions.

Lifestyle Images: Besides standard product shots, include one lifestyle image that depicts the product in real-life settings. This approach helps customers envision using the product in their homes, enhancing relatability.

Professional Photography: Invest in high-quality professional photography services to capture your products. This ensures compliance with the Caribbean World Shop standards and enhances the perceived value of your products.

File Specifications: Submit images in AI, TIFF (.tif/.tiff), JPG (.jpg/.jpeg), GIF (.gif), or PNG (.png) formats, using the file naming convention: product identifier (e.g., UPC) followed by a period and the file extension (e.g., XYZ.123.jpg).

Resolution Requirements: Ensure product images for non-apparel items are at least 100 x 100 pixels, and apparel images are at least 250 x 250 pixels. Do not exceed 64 megapixels or scale up small images, maintaining true image quality.

White or Light-Colored Backgrounds: Strongly recommended, as they provide a clean and professional look. Avoid additional text or logos in the product images to comply with Platform guidelines.

Supplementary Context: While focusing on the product, use additional objects to demonstrate scale or functionality when necessary. Ensure these elements are harmoniously integrated into the composition.

Unique and Authentic Imagery: Use original photos that accurately portray your product; stock photos are prohibited to maintain authenticity and trust.

Accessible Photo URLs: Ensure the main product photo's URL is crawlable, allowing seamless integration into the Platform's search and marketing tools.

Studies show that users process visual information significantly faster than text. Incorporating infographics and visual elements into product descriptions can increase traffic by 15% and boost shareability by 200%. Utilize these insights to create a more engaging and informative customer experience. By adhering to these CaicosFAB® product image specifications, our vendors can enhance their product presentations, capture their audience's attention, and drive sales in the competitive online marketplace.

Review Process Overview

Once submitted, your product will undergo a comprehensive review process that includes content, technical, and security evaluations. The content review ensures that the product aligns with the description and complies with brand guidelines. The technical review involves a thorough assessment of the product's functionality, when applicable. A security check will determine whether the product meets CaicosFAB®'s acceptable standards. Our review process is designed to ensure and maintain the quality of products in our marketplace regarding functionality, recipes, instructions, ingredients, product specifications, and accompanying language. The product will only be published once it successfully meets all guidelines.

Before being listed on the CaicosFAB® marketplace, all products must meet our guidelines and criteria:

- Your product must function exactly as described.
- If or when necessary, you must provide appropriate help documentation and schematics to guide users through the installation, setup, and use of your product. Documentation can take various forms, such as schematics, text, videos, slide decks, etc., and you host it.

- Your product must not degrade the system's performance on which it is installed.
- Your listing must not contain advertisements for any apps, products, or services.
- If the product allows integration with a third-party service that requires a separate account (whether free or paid), this must be clearly outlined on the detail page.

Adhering to these guidelines will help ensure your product passes the review and approval process.

VENDOR PAYMENT PROCESS

Welcome to the CaicosFAB® vendor payment setup guide. We are committed to ensuring that your payment transactions are smooth and secure. Below is a step-by-step process for setting up and managing your payment transactions:

Step 1: Select from the following payment terms as per your agreement with CaicosFAB®

- Cash on Delivery (COD)
- Cash with Order (CWO)
- Cash before Shipment (CBS)
- End of Month (EOM)
- Cash next Delivery (CND)

These terms determine when your payments will be processed, allowing you to plan your cash flow effectively.

Step 2: Decide how you would like to receive payments from CaicosFAB® by choosing one of the following methods:

Checks

Credit Card Payments

Wire Transfers

Your selected method will dictate how your funds are disbursed to you.

Step 3: Submit Required Bank Details. Please provide the following information on your official company letterhead to facilitate payments. Ensure the document is signed and stamped for authenticity:

The company's legal name

- Bank account number

- Bank Account Number (BAN)
- SWIFT code
- Bank branch

These details are critical for securely remitting payments to the correct bank account.

Step 4: Submit Additional Documentation. To complete the payment setup, submit the following supporting documents:

A canceled check or a bank letter indicating the vendor or company's legal name

Trading license or commercial/company registration

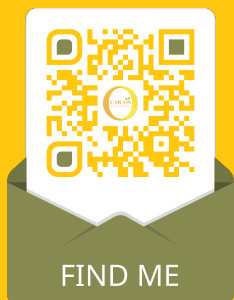
Passport or residence ID from your country of operation (both sides)

These documents verify your identity and authorization to receive payments on behalf of your company.

Confidentiality Notice:

The information you provide is proprietary and confidential. It is intended solely for use in CaicosFAB® payment transactions. Disclosure of this information is strictly limited and is only permissible to agents who have a specific need to know and have been informed of its confidential nature. Any unauthorized disclosure or use of this information is prohibited.

By following these steps and providing the necessary documentation, you ensure that your payments are processed accurately and efficiently through CaicosFAB®. If you have any questions or require assistance, please do not hesitate to contact our support team.



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