



Frequently Asked Questions

I am thinking of opening a website to sell to consumers via drop ship. Do you have any advice?

Yes, please read about the problems that drop ship entrepreneurs face so you know what you are getting into.

<https://honestgreen.tenderapp.com/kb/prospective-e-tailers/what-are-some-of-the-problems-that-drop-ship-entrepreneurs-face>

Is shipping free?

There is no free shipping for drop ship orders. If you are a drop shipper you will find this support section useful

<https://honestgreen.tenderapp.com/kb/shipping>

When you buy wholesale from HG Delivers, we have free shipping available based on the dollar value of the order, for example \$750 from our Grocery Warehouses and \$500 for our wellness warehouses.

Will I have a competitive cost to sell online?

We offer pricing volume discounts based on your average monthly purchases from Honest Green. Those various discount levels are listed in the Honest Green catalogs. If you are a low volume drop shipper, ask about our \$500 Premium drop ship account to be able to start at a lower price level. If you are a UNFI customer with an active account, ask about your special pricing. More details on how to get lower pricing levels.

<https://honestgreen.tenderapp.com/kb/pricing/how-do-i-get-lower-prices-so-i-can-sell-at-a-lower-price>

Is everything for drop ship sold as an each rather than a case?

No. The product feed and catalog is clear if the item is sold as an each, a case or both. Our wellness assortment is almost all eaches for drop ship. Our grocery assortment is a mix of eaches and cases, though more cases. While we create more eaches each month, we do not expect to have all grocery items as eaches. For example, we will never sell a bag of popcorn, but rather a case of 6 or 12 bags.

Do you ship perishable items?

No. While UNFI carries any chill and frozen items as well as fresh produce, those are not part of our eSolutions offerings at this time.

Do you ship internationally?

We do not drop ship outside of the United States and its territories. HG Delivers can deliver wholesale orders by UPS or pallets to freight forwarders or use our skilled UNFI International team for container-load logistics.

Does UNFI charge sales taxes on its sales?

You must be registered to collect sales tax in order to open a drop ship account with UNFI and provide us with the necessary sales tax reseller exemption form for your home state.

A detailed article on your sales tax requirements as a reseller.

<https://honestgreen.tenderapp.com/kb/prospective-e-tailers/your-sales-tax-requirements-as-a-reseller>

If you buy in bulk but do not resell the goods (for example a restaurant buying hand soap for the rest rooms), we charge you sales tax on your purchase.

Do you have all content I need to sell online?

Yes. We license you the product feed content as part of your Agreement whether you drop ship or use our HG Delivers wholesale service.

You can download a 100 item sample feed.

<https://honestgreen.tenderapp.com/kb/product-feed-and-images/sample-feed-of-100-items-to-see-feed-format>

And this explains each field in the feed.

<https://honestgreen.tenderapp.com/kb/product-feed-and-images/please-explain-each-column-in-the-product-feed>

Is there a cost to start drop shipping?

Yes we have a non-refundable account set up/content licensing fee for each assortment you choose to ship from. The up to date fee is in the email you receive when you fill out our Contact Form and in the Application Package.

Do I have to be incorporated to open an account?

No. You do not have to be a corporation or LLC to open an account. You can be a sole proprietor. We do have sales tax requirements explained elsewhere in the FAQ.

Can a non-US customer be a customer of Honest Green?

Yes. If you ask us to drop ship and you do not have a USA address we charge an annual fee to use our warehouse address as a return address for undeliverable or refused packages. We do not handle the logistics of shipping outside of the USA, but we can ship to your freight forwarder in the USA.

Want to see our full support knowledgebase?

Visit

<https://honestgreen.tenderapp.com/kb>