

EllieO Wholesale Frequently Asked Questions

HOW DO I OPEN A WHOLESALE ACCOUNT?

Simply visit wholesale.ellieo.com to review our application process and policies. You can easily submit an application for approval...we look forward to hearing from you!

WHAT ARE THE OPENING ORDERS OR MINIMUM RE-ORDERS?

We work with our customers. Your opening order is determined between you and your Sales Rep during your first account approval phone call. Please submit your application as step one, then your Sales Rep will reach out to you.

CAN YOU EMBROIDER? DO YOU DROP-SHIP?

No! Currently, EllieO does not offer monogram, embroidery or appliqué services... we leave the creations on our garments up to our talented customers and we do not drop-ship orders.

WHERE DO YOU SHIP FROM? IS LOCAL PICK-UP AN OPTION?

EllieO's warehouse is located in Greensboro, NC. We do offer a local pick-up option. If you wish to schedule a local pick-up, simply email customerservice@ellieo.com immediately AFTER your order is placed to arrange a time for pick-up. Once the order has been picked up, the shipping charges will be refunded to the method of payment used on the order.

WHERE CAN CUSTOMERS FIND ELLIEO?

We are currently working on the retail listing location of our website. Since EllieO Wholesale just launched "Find EllieO" is in the works and hopefully will be available to our retail customers. If someone contacts us about purchasing EllieO with embroidery, monogram or appliqué we will review our wholesale customer list and direct them to the closest wholesale customer based on their zip code.

WHEN DO YOUR NEW COLLECTIONS LAUNCH?

EllieO is constantly adding to our growing selections, but our largest collections become available in January/February (Spring/Summer) and July/August (Fall/Winter). If you have any comments, suggestions or ideas, please submit them to customerservice@ellieo.com as we always love to hear from you!

DOES ELLIEO PROVIDE MARKETING TOOLS OR PHOTOS FOR ME TO USE?

EllieO does provide marketing and sales tools along with photo license option to our wholesale account holders. These are only available AFTER your wholesale account has been approved and to our current active wholesale account holders. They can be located in the "Sales and Tools" section after you've logged into your wholesale account.