

NEPA Wholesale Customer Support Knowledge Base

Company Overview

About NEPA Wholesale

Q: What is NEPA Wholesale?

A: NEPA Wholesale is a leading distributor established in 2009, providing businesses across the U.S. with high-quality, affordable bulk goods. We specialize in wholesale products including e-cigarettes, tobacco, cigars, snacks, beverages, and everyday essentials. We serve as a one-stop-shop for convenience stores, retail stores, and smoke/vape shops.

Q: What is your company's mission?

A: Our mission is to link manufacturers and retailers, facilitate the efficient flow of products across the supply chain, and ensure the right products reach the right people at the right time.

Q: What is your vision?

A: Our vision is to be a leading global wholesale company, ensuring customers always have a reliable source of high-quality products that meet their needs.

Q: What are your company values?

A: Our core values are:

- Efficiency
- Reliability
- Quality
- Business Relationships
- Supply Chain Integrity

Q: How long have you been in business?

A: NEPA Wholesale has been established since 2009, giving us over 13 years of experience in the wholesale industry.

Q: Where are you located?

A: We are located in the heart of West Palm Beach, FL, with multiple locations across Florida, Miami, Orlando, Dallas, and other areas.

Q: How many customers do you serve?

A: We serve more than 1,000 retailers across the U.S., helping businesses stay stocked with quality products.

Product Information

Product Categories

Q: What products do you offer?

A: We offer a diverse range of products including:

- E-CIGS & VAPE DEVICES
- CIGARETTES
- CIGARS
- TOBACCOS
- DISPOSABLES
- CANDIES & BARS
- SNACKS & BAKERIES
- BEVERAGES
- HOUSEHOLD ITEMS
- LIGHTERS & FUELS
- GUMS, MINTS & ANTACIDS
- NICOTINE POUCHES
- WRAPS
- ROLLING PAPERS & CONES

- BOTANY PRODUCTS
- SMOKING ACCESSORIES
- HEALTH & BEAUTY CARE
- NOVELTIES
- AUTOMOTIVES
- OFFICE & STORE SUPPLIES
- ELECTRONICS
- APPARELS

Q: What are your major product categories?

A: Our major products and varieties include E-CIGS & VAPE DEVICES, CIGARS, TOBACCOS, CIGARETTES, Disposables, and other specialty categories.

Q: Do you have a product catalog?

A: Yes, we have a comprehensive business catalog available. You can explore our products through our website or contact us for detailed product information.

Q: Can I see your product prices?

A: Product pricing is available to registered members. Please set up a membership account to access our competitive wholesale prices and exclusive discounts.

Q: Do you offer specialty vaping products?

A: Yes, we specialize in a full line of e-cigarettes, vape devices, disposables, and related accessories. We understand the needs of smoke and vape shops and provide steady supply at reasonable prices.

Customer Accounts

Account Setup

Q: Why should I open a membership account?

A: A membership account gives you:

- Quick access to our full product range
- Easy ordering process
- Priority customer support
- Exclusive discounts and bulk pricing
- Loyalty rewards program
- Reliable nationwide delivery
- Special deals and perks

Q: How do I set up an account?

A: Setting up is easy:

1. Fill out our quick online application form
2. Provide business details (name, address, industry, business documents)
3. We'll verify your information
4. Once approved, you can start browsing and ordering

Q: What information do I need to provide for account setup?

A: You'll need to share:

- Company name
- Business address
- Industry type
- Relevant business documents
- Contact information

Q: How long does account verification take?

A: After we receive your application, we'll verify the details quickly. If we need any extra information, we'll reach out. Most accounts are approved within 1-2 business days.

Q: Is there a fee for membership?

A: Account setup details including any fees can be discussed when you apply. Contact us at 561-684-1107 for specific membership information.

Account Management

Q: How do I update my account information?

A: Log into your account and go to account settings to update your information. If you need assistance, contact our support team.

Q: I forgot my account username/email. How can I recover it?

A: Contact our support team at 561-684-1107 or support@nepawholesale.com with your business name and phone number. We'll help you recover your account credentials quickly.

Q: My account has been locked/suspended. What happened?

A: Account suspensions can happen for various reasons. Please contact us immediately at 561-684-1107 so we can review your account status and resolve any issues.

Q: Can I have multiple users on one account?

A: For information about multi-user access and account permissions, please contact us at 561-684-1107.

Q: How do I delete/close my account?

A: If you need to close your account, please contact our support team at 561-684-1107 or support@nepawholesale.com.

Ordering Process

Placing Orders

Q: How do I place an order?

A: Placing an order is simple:

1. Browse our catalog and select products
2. Add items to your cart
3. Go to checkout and review your order
4. Enter shipping information

5. Choose payment method and pay securely
6. Click "Place Order"

Q: Can I modify my order after placing it?

A: Yes, but you need to contact us as soon as possible. Once an order is processed, changes may not be possible. Call us at 561-684-1107 or email support@nepawholesale.com immediately.

Q: Can I cancel my order?

A: Yes, contact us immediately if you need to cancel. We'll do our best to accommodate your request, but act quickly as processed orders may not be cancellable.

Q: How do I track my order?

A: To track your order:

1. Log into your NEPA Wholesale account
2. Go to "My Orders"
3. Find your order and check the status
4. If you need help, contact us at 561-684-1107

Q: What payment methods do you accept?

A: We accept multiple payment methods through our secure online system. Specific payment options will be shown during checkout.

Q: Do you offer bulk discounts?

A: Yes! Members enjoy bulk discounts and special pricing. The more you order, the more you save.

Q: Can I reorder previous purchases?

A: Yes, our modern tools make it easy to reorder. Simply log into your account and access your order history for quick reordering.

Shipping & Delivery

Delivery Information

Q: How do you ship orders?

A: We use different shipping methods based on order size:

- Small orders: UPS for safe and timely delivery
 - Large/bulk orders: Trusted freight companies for pallet shipping
- We can accommodate specific shipping preferences

Q: How long does shipping take?

A: Delivery times depend on location:

- Within Florida: 1-2 business days
- Outside Florida: 3-5 business days

Q: Where do you deliver?

A: We deliver to several areas including:

- West Palm Beach
- Lake Worth
- Boynton Beach
- Delray Beach
- Vero Beach
- Okeechobee City
- Port St. Lucie
- Fort Pierce
- Stuart
- Jensen Beach

Don't see your location? We can still arrange delivery for you!

Q: Can I change my shipping address?

A: Yes! Go to the checkout page and choose "Change My Shipping Address." If you need help, contact us.

Q: Do you offer nationwide delivery?

A: Yes, we provide reliable nationwide delivery to ensure your products arrive on time wherever you are.

Q: What if my location isn't listed in your delivery areas?

A: No worries! Even if your location isn't specifically listed, we can still arrange delivery for you. Contact us to discuss your delivery needs.

Returns & Refunds

Return Policy

Q: What is your return policy?

A: We handle returns and exchanges on a case-by-case basis with the goal of total customer satisfaction. We accept returns of new, unopened items within 30 days of delivery/purchase.

Q: What items can be returned?

A: Items eligible for return must be:

- New and unopened
- Unused and in same condition as received
- Purchased within the last 30 days
- Not clearance items (sold as-is)

Q: Can I return clearance items?

A: No, all clearance items are sold as-is without warranty and are not returnable.

Q: Who pays for return shipping?

A: Return shipping is the customer's responsibility. If you need assistance with shipping an item back, contact our Returns Department.

Q: How do I initiate a return?

A: Email us with your return request including:

1. Original order number
2. Reason for return
3. Specific items you want to return

We'll reply with further instructions (subject to return approval).

Q: How do exchanges work?

A: The quickest way is to:

1. Re-order what you need
2. Email us for return instructions for unused items
3. You'll receive correct items quickly
4. Refund processed once items are returned

Q: How long do refunds take?

A: Once your return is received and inspected, we'll refund the product value (excluding original postage charges) back to your original payment method. Allow a few days for funds to appear in your account.

Q: What if I don't receive my refund?

A: If you haven't received a refund within seven working days:

- Contact us first to confirm we received your return
- If processed, contact your card-issuing bank
- If still no refund, contact us at support@nepawholesale.com or 561-684-1107

Q: Are damaged items covered?

A: Items damaged by misuse or improper care are not covered by our warranty policy. However, we handle each case individually for customer satisfaction.

Customer Support

Contact Information

Q: How can I contact you?

A: You can reach us:

- Phone: 561-684-1107
- Email: support@nepawholesale.com

We're available during business hours to help with any questions!

Q: What's your phone number?

A: Our main phone number is 561-684-1107.

Q: What's your email address?

A: You can email us at support@nepawholesale.com.

Q: Do you have customer support?

A: Yes! We provide priority support to all our members. Whether you have questions about products, orders, or deliveries, our team is here to help every step of the way.

Store Hours**Q: What are your store hours?**

A: Our store hours vary by location:

- NEPA 1: Mon–Sat: 7:00 AM – 4:00 PM
- NEPA 2: Sun–Sat: 8:00 AM – 6:00 PM
- NEPA Miami: Mon–Sat: 8:00 AM – 6:00 PM, Sun: 8:00 AM – 5:00 PM
- NEPA Orlando: Sun–Sat: 8:00 AM – 6:00 PM
- NEPA 772: Mon–Sat: 8:00 AM – 6:00 PM
- NEPA Dallas: Mon–Fri: 9:00 AM – 6:00 PM, Sat: 9:00 AM – 4:00 PM
- NEPA 954: Mon–Sat: 8:00 AM – 6:00 PM, Sun: 09:00 AM - 05:00 PM

Q: Are you open on Sundays?

A: Yes, some of our locations are open on Sundays:

- NEPA 2: 8:00 AM – 6:00 PM

- NEPA Miami: 8:00 AM – 5:00 PM
- NEPA Orlando: 8:00 AM – 6:00 PM
- NEPA 954: 09:00 AM - 05:00 PM

Q: Which location is closest to me?

A: We have multiple locations including West Palm Beach, Miami, Orlando, Dallas, and other areas. Please contact us at 561-684-1107 and we'll help you find the nearest location.

Technical Support

Troubleshooting

Q: I can't log into my account. What should I do?

A: If you're having trouble logging in:

- Check your username and password
- Try resetting your password
- Clear your browser cache
- If problems persist, contact us at support@nepawholesale.com or 561-684-1107

Q: The website isn't working properly. What can I do?

A: Try these steps:

- Refresh your browser
- Clear browser cache and cookies
- Try a different browser
- Check your internet connection
- Contact our technical support if issues continue

Q: I can't find a specific product. Can you help?

A: Absolutely! Contact us at 561-684-1107 or support@nepawholesale.com. Our team can help you locate specific products or suggest alternatives.

Pricing & Discounts

Q: How can I get the best prices?

A: To get the best prices:

- Set up a membership account for exclusive pricing
- Take advantage of bulk discounts
- Join our loyalty rewards program
- Watch for special deals and promotions

Q: Do you offer loyalty rewards?

A: Yes! The more you order, the more rewards you earn. You'll receive exclusive discounts, perks, and special deals as our way of saying thank you.

Q: Are there minimum order requirements?

A: Contact us at 561-684-1107 for information about minimum order requirements and bulk pricing tiers.

Q: Do you offer credit terms?

A: Credit terms and payment options can be discussed during account setup. Contact us to learn about available payment arrangements.

Emergency Support

Q: I need products urgently. Can you help?

A: Yes! Contact us immediately at 561-684-1107. We'll work with you to expedite your order and explore rush delivery options.

Q: My regular order didn't arrive. What should I do?

A: Contact us right away at 561-684-1107 or support@nepawholesale.com. We'll track your order and resolve the issue quickly to keep your business running smoothly.

Q: I received the wrong products. What now?

A: We apologize for any mix-up! Contact us immediately at 561-684-1107. We'll arrange for the correct products to be sent and handle the return of incorrect items.

Q: My products arrived damaged. What should I do?

A: Contact us immediately at 561-684-1107 or support@nepawholesale.com. We'll work with you to resolve the issue and ensure you receive quality products.

Business Relationships

Q: What types of businesses do you serve?

A: We serve:

- Convenience Stores
- Retail Stores
- Smoke and Vape Shops
- Wholesale businesses
- Any business requiring bulk products

Q: Do you serve individual consumers?

A: We specialize in wholesale and retail company sales, focusing on business-to-business transactions to ensure the best service and prices for our business clients.

Q: Can you help my convenience store?

A: Absolutely! We understand your need to stay ahead in the market. NEPA Wholesale helps convenience stores with a wide range of premium and quality products at competitive prices with full support.

Q: How can you help my retail store?

A: We can help your retail store ease pressure by offering various products at competitive prices to help you retain customers and market share. We have cost-effective solutions for your unique requirements.

Q: What support do you provide to smoke shops?

A: We understand that smoke shops can struggle with steady supply of specialty products at reasonable prices. As a dependable distributor, we offer a full line of various e-cigs, cigarettes, cigars, and many more specialty products.

Competitive Advantages

Q: Why should I choose NEPA Wholesale over competitors?

A: Choose NEPA Wholesale because:

- 13+ years of experience serving 1,000+ retailers
- Competitive wholesale pricing with bulk discounts
- Reliable nationwide delivery
- Priority customer support
- Modern technology for easy ordering
- Strong reputation built on honesty and integrity
- Comprehensive product range
- Loyalty rewards program

Q: What makes you different from other wholesalers?

A: What sets us apart:

- Personal service with a dedicated support team
- Advanced technology for seamless ordering
- Consistent supply and exceptional service
- Case-by-case approach to customer satisfaction
- Strong business relationships built over 13+ years
- Comprehensive one-stop-shop for all your needs

Escalation Procedures

When to Escalate

Immediate human handoff required for:

- Complex billing issues
- Large order problems
- Account setup difficulties
- Technical problems persisting after basic troubleshooting
- Damaged shipment claims
- Custom shipping arrangements
- Credit/payment arrangement discussions
- Complaints requiring manager attention

Escalation message:

"I understand this requires special attention. Let me connect you with our support team who can better assist you. Please call 561-684-1107 or email support@nepawholesale.com, and they'll take care of this right away."

Chatbot Guidelines

Personality & Tone

- Professional, friendly, helpful, and solution-oriented
- Clear, concise, and empathetic
- Always include relevant contact information when appropriate

Key Phrases to Use

- "We're here to help"
- "Let me assist you with that"
- "We understand your business needs"
- "We're committed to your success"
- "Contact us anytime during business hours"

What to Avoid

- Being pushy about sales
- Making promises about specific delivery times without verification
- Providing pricing without directing to proper channels
- Handling complex issues that require human intervention

Additional Scenarios

Inventory & Stock

Q: Do you guarantee product availability?

A: While we maintain strong inventory levels, availability can change. We recommend checking stock before placing large orders or contacting us at 561-684-1107 for current availability on specific items.

Q: Can you hold inventory for me?

A: For inventory holds or reservations, please contact us at 561-684-1107. We'll discuss options based on your specific needs and order volume.

Q: I need a product that's not in your catalog. Can you get it?

A: We may be able to source special items! Contact us at 561-684-1107 with details about what you need. Our team will explore options and let you know what's possible.

Shipping Special Cases

Q: My delivery address is hard to find. What should I do?

A: Please provide detailed delivery instructions during checkout or contact us at 561-684-1107. We'll make sure our delivery team has clear directions to your location.

Q: Can you deliver to a PO Box?

A: Delivery options depend on shipping method and package size. Contact us at 561-684-1107 to discuss your specific delivery needs and available options.

Q: I need delivery on a specific date. Is that possible?

A: We'll do our best to accommodate special delivery requests. Contact us at 561-684-1107 as early as possible to discuss timing and any additional costs.

Product Quality

Q: I received expired products. What should I do?

A: This is unacceptable! Contact us immediately at 561-684-1107. We'll arrange for immediate replacement and investigate how this occurred.

Q: The product quality seems different than before. Why?

A: Product formulations can occasionally change. Contact us at 561-684-1107 with specific details about the differences you've noticed, and we'll investigate with the manufacturer.

Q: I think I received counterfeit products. What now?

A: We only deal with authorized products. If you suspect counterfeit items, contact us immediately at 561-684-1107. We take this very seriously and will investigate thoroughly.

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- Remove all duplicate content
- Organize information logically by category
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- Include all relevant information from both source documents
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