



Healthy Valley Organics

28 Drynan St, Bayswater WA 6053 www.healthyvalleyorganics.com.au

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TRADING TERMS & CONDITIONS OF SALE

1. Orders must be a **minimum of \$150.00**, if delivery is required.
2. **Personal Pick Ups** must be a **minimum of \$75.00**.
3. For **Free Perth Metro Delivery** - orders must be **over \$250.00**, otherwise a **\$12.00 Freight Charge** will apply.
4. To **remain a Wholesale customer** with Healthy Valley Organics, you must purchase a **minimum amount of \$250.00 per quarter**, i.e. Every 3 months.
5. Orders are to be placed online, **faxed to: 08 9371 9905** or **emailed to: sales@healthyvalleyorganics.com.au**
6. Phone orders will not be accepted, due to time constraints.
7. Orders take **2-3 days to be despatched**.
8. All orders must be in **minimum half-carton** quantities, unless specified otherwise, e.g. Kombucha drinks can only be ordered as full cartons.
9. Customers with **Prepaid** accounts must make payment prior to their order being despatched.
10. Customers are to have **only one delivery address**, i.e. Multiple delivery addresses will not be accepted. Where there is no-one in attendance to receive & sign for goods at delivery address, then an **Authority to Leave Form** must be completed.
11. Customers who have organised to **pick up their order**, must do so **within 2 days** of invoice date, or by the end of the week, whichever is sooner. If an order is not collected within 7 working days, then the order will be re-stocked at a charge to the customer. The **Re-Stocking Fee is 20%** of the customer's order amount.
12. **Payment of Prepaid** accounts are to be made using **only one method of payment**, i.e. There will be no split billing.
13. Once orders have been packed and invoiced, then **no additions** are allowed, except where the addition is a bulk item, i.e. 20kg or more, or additional items amount to over \$100.00, otherwise a **\$10.00 surcharge** for re-packing and re-invoicing your order will apply.
14. Once orders have been packed and invoiced, and the customer wishes to **remove items**, then a **\$10.00 surcharge per packed box**, for re-packing and re-invoicing your order, will apply.
15. We do not do **Back Orders**, as there are often a number of items **Out of Stock**, which can be checked on our current Wholesale Price List, prior to placing your order. As items come back in stock and go out of stock, our customers are advised via our Email Newsletter.
16. Where an item/s has been **wrongly picked by our staff** or a **product is faulty/damaged**, then a correction to the right product will be organised, with Healthy Valley Organics paying the freight costs involved in the exchange. Please **advise us within 2 days** of receiving your goods.
17. Where the **customer has ordered incorrectly**, then it is the responsibility of the customer to return the item/s, i.e. Customer to pay freight costs. **Returned item/s** must be in an unopened state and suitable for re-sale, then a full refund on the product will be credited to the customer's account. Please **advise us within 2 days** of receiving your goods.
18. For **appliances & equipment** that have been used and **require repair**, then the cost of return shipping will be paid for by the customer.
19. Should a customer wish to **cancel an order** that has been packed and invoiced, then a **20% Re-Stocking Fee** will be charged.
20. **Prices are subject to change** without notice. Details of recent changes can be found on our Email Newsletter, and updated Wholesale Price Lists are regularly emailed to our customers.

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