



# Healthy Valley Organics

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## Trading Terms & Conditions of Sale

1. Orders must be a minimum of \$75.00, for Pick Ups from Warehouse and if Delivery is required.
2. For FREE Perth Metro Delivery – orders must be over \$250.00.
3. For orders between \$150.00 and \$249.99, there will be a \$12.00 Freight Charge for Perth Metro Delivery.
4. For orders between \$75.00 and \$149.99, there will be a \$20.00 Freight Charge for Perth Metro Delivery.
5. 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.
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 quantities, as specified for each product.
9. Customer accounts must be paid in full/up to date 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 selected 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 accounts are to be made using only one method of payment; i.e. there is no option for 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. Subscribe to our Out of Stock Email Notifier for each of the products that you wish to be advised on when they become available again.
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 costs of 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, due fluctuations in supplier costs, freight costs, and the performance of the Australian dollar (for imported products). We aim to keep these changes as up to date as possible on this website.
21. A product listing on the Healthy Valley Organics website does not guarantee availability, however we aim to keep our product details and inventory records as up to date as possible.
22. For accounts paid via Credit Card or PayPal – any out of stock items will be refunded to your card within two business days of your order being processed.
23. For accounts with pre-arranged credit terms – any out of stock items will be removed from your Tax Invoice upon processing of your order.