

Wholesale terms and conditions 2021

Effective March 18th 2021

Updated 11/02/2021

1. About Us

- a. Urthly Organics is a small business located amongst the gum-trees of Central Victoria. We handcraft soap, cleaning and skincare products from sustainable ingredients and essential oils. All of our products are made with the environment in mind, certified palm oil and derivative free by Orangutan Alliance and endorsed by Palm Oil Investigations.

2. Business Registration:

- a) ABN: 16434355026
- b) NICNAS registration number NIC1000088.
- c) Julie Andrews T/A Urthly Organics.

3. Applying for Wholesale Membership

- a. Customers interested in applying for a wholesale membership must email hello@urthlyorganics.com.au with the following information:
 - i. Name of Stockist, Organisation, or Business
 - ii. ABN/ACN (optional)
 - iii. Location
 - iv. The nature of the business or organisation (Retail, not-for-profit, corporate, etc.)
 - v. The intended use of the wholesale site (stocking products, purchasing corporate gifts, custom orders, etc.)
 - vi. Any other information or details they believe may be relevant.

- b. Applications will be reviewed by the Urthly Organics team and a response will be provided as promptly as possible.
- c. Urthly Organics may exercise the discretion to disallow access to a wholesale membership for the following reasons:
 - i. The information provided in the application may be insufficient or inappropriate for wholesale access.
 - ii. The application goes against the policies, mission and/or values of Urthly Organics.
 - iii. The application goes against local, state, federal, or international law.
 - iv. Urthly Organics cannot fulfill the needs of the application.
- d. Denied applicants can re-apply to be granted access to the wholesale website.

4. Orders

- a. The minimum first order is \$350, with any amount following. Orders are placed via our wholesale website. Following permission, you will be granted a password that is used to login. If you do experience difficulty purchasing or entering, please email hello@urthlyorganics.com.au with the issue.
- b. Products are purchased in minimum quantities of 4. Then minimum increments of 2.

5. Domestic and International Shipping

- a. The shipping cost is to be covered by the customer. We will always endeavour to provide the best price available to ensure this cost is low. We determine our carrier based on location, size, and weight of goods packed.
- b. For those who do not require shipping, local pickup of goods is available at no cost.
- c. In addition to the cost of shipping, we encourage customers to apply for additional insurance cover on orders. This is to ensure that in the unlikely event that orders arrive missing or damaged, the cost is insured.
- d. Shipping must be to an actual address (PO boxes not accepted on wholesale orders).

- e. Our products and shipment packaging are designed to be either reused, recycled, or repurposed. Goods are shipped in cardboard boxes or compostable satchels, either new or recycled along with recyclable packing and landfill biodegradable packing tape. We endeavour to pack all goods with the utmost care to prevent damage in transit.
- f. Orders are picked, packed, and shipped within Urthly Organics work hours (Monday-Thursday, 9 am-5 pm). Orders submitted on Thursday, on public holidays, out of workplace hours, or other closure of business events will be actioned and/or shipped on the next available day. In the event a delay occurs, we queue orders according to date and will reach your order as soon as possible.
- g. Shipping times are determined by our carriers. We cannot guarantee delivery by a certain day as a business. We encourage stockists to order early to ensure no disappointment, especially during peak periods.

6. Refunds, Replacements, and Credit

- a. If you receive your package containing damaged goods, please provide photographs of the package (outside and inside), the shipping label, products damaged and batch numbers, email images to hello@urthlyorganics.com.au as soon as possible. Please ensure photographs are not blurry.
- b. If a product is faulty, please provide photographs of the item, batch numbers, and description of the fault to hello@urthlyorganics.com.au as soon as possible.
- c. In the event a customer receives a faulty item, they are required to contact the stockist they purchased the product from. It is the stockist's responsibility to contact Urthly Organics to organise a replacement or credit. Urthly Organics cannot directly credit or replace a customer's product if purchased indirectly.
- d. Please be mindful that Urthly Organics handcrafts products, which may create small differences amongst batches. Stock that maintains the high-quality standard but varies in colour, shape, etc. may not be deemed as faulty at the discretion of Urthly Organics.
- e. Photographs and batch numbers are required to claim replacement stock or a credit. These photographs must be sent in email to hello@urthlyorganics.com.au. If the stock is deemed damaged or faulty, we

will credit or refund the wholesale amount or provide a replacement. Products will be organised to be returned at the cost of Urthly Organics.

- f. In the event that a change-of-mind occurs on a wholesale order, we will only credit or refund once undamaged stock is returned to us at your cost. Returned goods must be sellable, undamaged at return to Urthly Organics, and be in original product packaging (shipment packaging does not have to be the same). Any damaged or products deemed unsellable will receive no credit or refund. No restocking fee will be charged to customers.
7. In the event of a product recall, all stockists will be notified of the batch numbers and products affected. Urthly Organics will issue credits for faulty stock, if Urthly Organics needs the faulty product shipped back this will be at Urthly Organics cost.

8. Peak Season Orders

- a. In the lead-up to events that increase retail demand (such as holidays and events), we suggest ordering at least one month before to prevent disappointment of goods arriving late or out of stocks. International customers are encouraged to order in September.
- b. Custom soap orders must be finalised 6 weeks prior to an event to allow for the product to be crafted and cured.
- c. Christmas orders are encouraged to be submitted before November 1st to guarantee delivery.
- d. Urthly Organics will notify stockists via the wholesale site as to carrier company delivery cut off dates for holidays (if available).
- e. Urthly Organics is not responsible for carrier delays impacting the delivery of goods before a holiday. We do, however, encourage contacting hello@urthlyorganics.com.au if a parcel does not seem to be arriving on time so we can place an investigation with the carrier service.

9. Customer Rights and Responsibilities

- a. All customers have the right to legal and ethical transactions of Urthly Organics goods.
- b. All customers purchasing wholesale agree to not use the platform for personal use.

Signed,

Julie Andrews, Owner of Urthly Organics



For more information regarding wholesale ordering, please contact Urthly Organics at:

hello@urthlyorganics.com.au

0409235894