



## **Wholesale Terms & Conditions**

**Thank you for your interest in Zoe Sage Mama Goods.**

We are pleased to welcome you to our family of retailers. Because we take great pride in our unique, quality designs and in our customer service, our primary goal is to build a congenial, long-lasting, prosperous relationship with you and your company. By continuing on to order from our wholesale price list, you confirm that you represent a legitimate retail business and that you agree to abide by our wholesale terms listed below.

### **Shipping / Order Fulfillment:**

Once we receive your order and payment, we will send an email confirmation. Your order will be sent via ground service of our choice unless otherwise requested. Your company is responsible for all applicable shipping and insurance charges, as itemized on your invoice from Zoe Sage. All orders ship from Perth, Western Australia within 10-15 business days unless otherwise stated on invoice.

### **Damages and Returns:**

Claims for damages must be made within 7 days of receipt of goods. If damage has occurred, please contact us immediately; preserve and photograph damaged packaging for insurance claims, and forward images to us. We will send you a return authorization number and arrange for shipping back to us. We will advise you as to the expected ship date for your replacement order and we will pay for re-shipping. We do not accept returns on goods ordered by you and produced specifically for you, except in the case of damages. Unsold merchandise will not be available for buy back or consignment. If you have special circumstances, contact us at [info@zoesage.com.au](mailto:info@zoesage.com.au) and we will work with you individually.

### **Privacy Statement:**

Zoe Sage Mama Goods does not sell, rent, share or otherwise disclose our clients' personal or company information. However, pertinent information may be disclosed, under the guidance of law, to verify sales tax exempt status for wholesale customers and to prevent credit card fraud.

### **Copyright & Images:**

All photographs and images are subject to copyright. If you would like to use any of our images for promotional purposes, please ask permission by sending us an email. Upon approval, you may only use images for products which you currently have in stock. Zoe Sage requires that our brand name be whenever photos of our products are shown in any print, online or in-store, for marketing, etc.

### **Sales Outlets / Website & Online Sales:**

Zoe Sage products may only be sold at the store listed on your application. Additional stores must receive prior approval. In addition, you must have written consent to sell NursElet™ products at any 3rd party venues, including (but not limited to): consumer markets (i.e. amazon.com.au), auction sites (i.e. ebay.com.au, trademe.co.nz), markets & fairs, etc. All prices are subject to change without notice, unless otherwise specified in writing.

### **Warranty:**

We stand behind our product; if a manufacturer's defect occurs within 30 days of purchase, we will happily replace the product with proof of purchase. Please direct customers to email us at [info@zoesage.com.au](mailto:info@zoesage.com.au) with any product-related issues.