

KRYOLAN

Australia

Terms and Conditions

- Credit requests for damaged or incorrect goods must be faxed to us within 24 hours of receipt and must clearly show the invoice number that the claim relates to.
- In order to become a wholesale customer you must have a permanent place of business, i.e. retail shop or school, to on-sell goods to consumers.
- All charges for freight/postage are the responsibility of the customer. We will not accept any freight charges for returned goods unless prior authorisation is given.
- Prices are subject to change without notice.
- School accounts must purchase a minimum of 10 'school kits' each order to qualify as a wholesale customer. Each kit must contain identical contents.
- Kryolan Aust. Pty Ltd will need to determine that there are no other retail outlets stocking Kryolan in close proximity to your business.
- It is the customer's responsibility to establish a purchase order system. Unless we are instructed otherwise, all orders received will be despatched. Prepaid customers will have their credit card charged on completion of order.
- We require a hardcopy of every order prior to despatch. You may post, fax or email your orders to us.
- All accounts will begin trading on pre-paid trading terms. Accounts may apply for a credit account after 12 months of pre-paid trading. We accept Visa, Mastercard and Bankcard. We DO NOT accept American Express or Diners Club.
- All goods remain the property of Kryolan Aust Pty. Ltd. until full payment has been received.
- Urgent orders must be faxed prior to midday (Melbourne time), clearly marked URGENT. You must then telephone to confirm that the order has been received and can be despatched same day.
- Orders under the \$100 minimum purchase are subject to a \$10 surcharge.
- Minimum opening order is \$2000. Accounts require \$5000 (excl GST) per annum in purchases to guarantee ongoing wholesale status.
- Wholesale customers cannot purchase any product without having a tester available to consumers and backup stock to on-sell. If a package is available for a particular product it must be initially purchased in package format. All new stock ordered, not available in a package, must be accompanied by a tester and a minimum 3 backup stock.

Signed: _____

Print Name: _____

Position: _____

Date: _____