



## Wholesale Conditions and Sales Terms

### **Orders**

The easiest way to place your order is on-line using our easy to use ordering system, alternatively you're welcome to e-mail ([sendmesome@sinchies.com](mailto:sendmesome@sinchies.com)) or call Sinchies (0424351545) to place an order.

### **Minimum Orders**

At Sinchies we understand that it is difficult to keep to minimum orders so we don't have a minimum order dollar value. We do sell pouches in lots of 5's. We do suggest that orders should be at least \$150 to divide your postage up amongst more products.

### **Payment**

Payment can be made via Direct Debit, PayPal, EFTPOS over the phone or via Credit card. Orders will only be shipped once payment has cleared, usually on Tuesdays and Thursdays.

### **Shipping and Delivery**

Shipping is paid by the merchant (you) and all orders are sent out via Australia Post, TNT, Fastway courier or Sendle, whichever works out cheaper. We usually use pre-paid bags for unpackaged goods. Packaged goods need to go in a box to protect their packaging. Orders are mailed out on Tuesdays and Thursdays.

For customers outside Australia, Sinchies cannot be held responsible for any delays or charges incurred by customs. Nor can we be made liable for orders lost in the mail. It is our legal obligation to report the value and quantity of goods correctly at the time of shipment. We offer insurance on international orders & strongly recommend you get this— a quote can be provided upon request.

### **Pricing**

Wholesale prices are in Australian dollars and exclude freight costs. We supply both packaged (in a 1 litre pouch) and unpackaged products (bundled with a band). The reason we offer both is some of our stockists are predominately on-line and our "bundled" products will save on postage.

If you would like your Sinchies packaged please select the "PACKAGED" products on our website. We have chosen to use a 1-litre Sinchies pouch for packaging or our pouches and a snack bag or sandwich bags for other goods so there is no waste on the environment and the packaging your customer's pay for can be used instead of tossed in the bin!

We also have very cool looking kraft boxes for our 150ml Top Spout Pouches – these have been very well received by our customers.

Sinchies requests that retailers keep to the recommended retail price range to avoid price battles. Short-term promotional discounts are allowed, as are end-of-season sales. Sinchies reserves the right to offer promotional discounts and clearance prices on our own retail website.

### **Claims**

The buyer shall inspect the goods immediately upon receipt and shall notify Sinchies within 7 days of arrival if the goods do not comply with the packing list or invoice. If the buyer fails to do so, the buyer is deemed to have accepted the goods.

### **Faulty Goods**

Like any other company we occasionally do get faults although we do our best with Quality Control. Faulty goods must be reported immediately. Please contact us to discuss a replacement (where possible) or a refund. If goods are damaged during shipping, please notify us immediately so we can take proper steps to replace the damaged items.

If a customer of yours complains of a faulty please request photos to confirm the problems. Please send these photos onto me along with the customer's full name, address and how many products have been purchased so we can send replacements. We don't expect you to be out of pocket for postage for goods that are faulty, which is not your fault.

### **Return Policy**

Unless the goods are faulty or damaged, Sinchies is not obliged to take returns on any orders delivered. If you receive a complaint about our product please forward the customer directly onto me [sendmesome@sinchies.com](mailto:sendmesome@sinchies.com) and we will send out a replacement to the customer.

### **Selling venues**

Sinchies is a registered trade-mark.

When applying to open a wholesale account with Sinchies the buyer must disclose the physical location and web addresses of the selling venue(s). The buyer may not sell Sinchies goods at any other venue or market, other than what has been disclosed. You may not sell Sinchies goods on e-bay unless this has been approved by us, or any similar website. Sinchies reserves the right to sell our goods on any online venue we see fit.

### **Sinchies Website Listing and Facebook Page**

Your company will be listed as a stockist on the Sinchies website, if you are a bricks and mortar store. It is your responsibility to please let us know once Sinchies have been received by you and you need adding to our website. Sinchies like to support other small business and offer free shout outs on Facebook. Please e-mail [sam@sinchies.com](mailto:sam@sinchies.com) if you would like a shout out.

Our Sinchies fans like to know what markets you attend – please let us know what markets you will be at so we can schedule in some posts. Sinchies Facebook page (currently 36K fans since starting the page in August 2012.) We send out a monthly newsletter to about +30000 subscribers – if you would like us to include your business in this from offering a giveaway or providing some useful information please e-mail Sam – [sam@sinchies.com](mailto:sam@sinchies.com)

### **Packaging**

Information sheets are provided and must be included with all orders that have bundled products instead of packaged.

With the environment in mind, Sinchies uses minimal, reusable or recyclable packaging.

Our packaging is our 1-litre pouches and this can be used to fill the other pouches with!

They are also great for storing all sorts of yoghurt, stock, broth, milks, custards, etc in and are our NUMBER 1 filling accessory!

### **Images**

Sinchies will endeavour to provide product images for our retailers and will update our folder in Dropbox with new images as we get them.

The images are only for use in relation to selling Sinchies products. Sinchies has the copyrights to all images.

Images are usually sent via drop box as we've found this the most reliable way of sharing large image files.

### **SEO**

When saving image files to your computer ensure you use a "keyword" as a name – this will help Google find you when people are searching "reusable food pouch" – "reusable pouch" – "yoghurt pouch" – "yoghurt squeezezy" – "baby food container" etc.

### **Communication**

While not decreed by these terms we encourage our retailers to keep in contact during the selling period. It is our hope that we will develop strong ongoing relationships with our retailers so that together we may grow and prosper.

By agreeing to stock Sinchies you are agreeing to operate by these terms and conditions.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_

Business Name: \_\_\_\_\_ ABN: \_\_\_\_\_

Business Address: \_\_\_\_\_

Post Code: \_\_\_\_\_ State: \_\_\_\_\_

Contact Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

On-line or Store based: \_\_\_\_\_ Web Address: \_\_\_\_\_

What markets do you attend? (please list) \_\_\_\_\_