

Creatively Belle Terms of Trade Please Read

Please read the following information about purchasing from Creatively Belle.

Account Customers: If you currently have an account with us, we know that you have already completed a credit application form, which we have on file and, we will send your goods out to you as they are available.

New Customers or Customers who do not have an account we will operate with you on a proforma basis, which means we will ask you for a credit card number to secure your order.

Then we will need payment by either credit card, cheque or direct debit before we will ship your order. This will be the case for your initial and future orders with us.

We are not opening any new accounts, as we have been advised by our accountants that we cannot afford to extend the level of debt we are currently trading at.

Please note, we will keep this credit card number in a secure place to be used for future orders, but please be assured we will never use it without your approval. Details WILL NOT be stored online.

Please note this order copy does not include freight charges which will be added later, hence if you are a new customer or dealing with us on a proforma basis and you wish to pay us by CHEQUE or DIRECT DEBIT, please do not pay us on this order copy, as your payment will be incorrect unless otherwise stated on your invoice.

Trade Show Orders: Orders placed and paid for at the trade show may be eligible for a trade show discount.

An estimated delivery time will be provided but this time may vary or be altered due to circumstances beyond our control. Any delays will be communicated as much as possible and as soon as possible. If the order needs to be cancelled the payment will be refunded in an agreement method.

Exclusivity Policy: Due to the breadth of our range and the number and variety of customers, we do not grant exclusivity on our stationery products. However we will always do our best to protect customers who buy from us regularly (4 or 5 times a year) and who spend more than \$3000 per annum with us.

Given this we are mindful of our porcelain jewellery stockists in small country towns and will endeavour not to have it heavily stocked in such areas. Please contact us on stockists@creativelybelle.com to discuss options.

Minimum Orders: We do not have a minimum order at trade shows, but orders under \$200 may attract a \$5 handling fee in addition to freight.

To manage our online wholesale ordering process we have a minimum order amount set to the specific online discount coupon codes. These are detailed in our regular stockist email newsletter updates.

Prices on our retail site are inclusive of GST and demonstrate our RRP.

We reserve the right to alter our wholesale price at any time, except for previously invoiced orders.

Freight: In addition to the total of your goods, we will charge you freight at the going rate charged by our transport company. This will usually be about \$12, depending on the size of the order and your location. Orders are dispatched within 5 working days of receiving payment.

When you place an order with us there will be one freight charge put on the bottom of your order, if we deliver your order in two or three drops we will amortise the initial cost over the number of shipments. Please note you will not be charged more than the original freight amount in total. We currently use tracked parcels via Australia Post.

Delivery Address: We can only deliver to the address provided by you and cannot be held responsible for mistakes made in the address supplied.

Product Delivery: As our gorgeous porcelain designs are made in traditional artisan processes by hand delivery and go through two firings we would prefer you allow us to deliver your order as it becomes available (and as it is worthwhile to do so).

Our stationery ranges are printed in Australia and therefore a separate location to our pottery studio.

If you request that we wait until everything is available, you may miss out on some items as we do not have the space to pre-pack orders and store them in our studio for all customers whilst we wait for further stock arrivals.

Returns and Cancellations: If you receive items that are damaged, faulty or broken please report them to us at stockists@creativelybelle.com within five (5) days of receiving them. Please include order details such as your invoice number, product code and description and a photograph of the damaged item. In the absence of any written notification within this timeframe, we will assume goods to be fully acceptable, and no liability will be admitted.

We are unable to accept returns on unsold items or change of mind.

Given the nature of porcelain, each piece is individual and handmade with each having differences, no two are exactly the same - this is part of the pleasure of authentically made artisan designs. We do not accept returns on variations in the material, firings, glazes or patterns. Please note that colours can also vary between firings.

All orders are final once invoiced and paid for.

The Nature of Porcelain: While traditional artisan methods are used for the making of the porcelain jewellery ceramics are still fragile items and care must be taken when handling. Porcelain does not like to be dropped on concrete or other hard surfaces as it may suffer damage.

We request that stockists keep this in mind and take care of how pieces are handled. We have designed our work to handle daily life but they still do not like bouncing on hard surfaces.

Copyright and Marketing: All Creatively Belle work, designs and images are subject to copyright and are the property of Creatively Belle.

Use of our images for marketing and promoting our ranges by stockists is allowed. If high resolution images or artist statement is required please contact stockists@creativelybelle.com or visit www.creativelybelle.com/wholesale

Display Stands: Display stands and spinners are on loan and remain the property of Creatively Belle and are only to display Creatively Belle designs. A small delivery charge may apply to shipping stands. Contact stockists@creativelybelle.com for more details.

Liability: Creatively Belle does not take any responsibility for any costs, losses, damages, (including loss of profit) arising directly or indirectly from any breach of these Terms of Trade.

Agreement of Terms: Placement of orders confirm agreement to the terms of this agreement. These terms may be changed at any time.