



## WHOLESALE TERMS & CONDITIONS

- Contact Details** Melanie Hardy  
0422 225 190  
ABN: 82 567 646 773 (since 2005, formerly known as Skye & Kate Designs)  
[melaniehardyceramics@gmail.com](mailto:melaniehardyceramics@gmail.com)  
[www.melaniehardy.com.au](http://www.melaniehardy.com.au)  
Instagram [https://www.instagram.com/melaniehardy\\_ceramics/](https://www.instagram.com/melaniehardy_ceramics/)  
Facebook <https://www.facebook.com/melaniehardyceramics/>
- Payment Method** All orders will be invoiced via Square (for credit card payment). Should you prefer to pay via bank transfer please use bank details below and advise via email once payment has been made.
- Bank Details** Commonwealth Bank Australia (CBA)  
Name: Melanie Hardy  
BSB: 06 2320  
Account: 1050 6999
- Invoicing** Invoices will be sent for payment prior to shipping or production, to the nominated email address and contact person.
- Payment Terms** All orders must be paid in full and funds cleared before items are dispatched.
- Minimum Order** Minimum Order Amounts are based on wholesale pricing structure as set out below:
- | Wholesale Value | % discount off RRP | Retail Profit Margin |
|-----------------|--------------------|----------------------|
| \$200 - \$500   | 35%                | 35%                  |
| \$500 - \$800   | 40%                | 40%                  |
| Over \$800      | 45%                | 45%                  |
- Wholesale Value is ex GST and Delivery Costs
  - Minimum spend for wholesale prices is \$200 (wholesale value)
  - Minimum spend for custom orders is \$500 wholesale value
- Custom Orders** Custom Orders must be paid in full prior to production.  
Any changes to custom orders must be made in writing prior to production.  
IMPORTANT: If you have an idea please feel free to provide inspiration and your source, however please note I will not replicate another persons or commercial companies design. Simple colour changes do not classify for exclusivity. If you are wanting exclusivity please advise this upfront and we can discuss options.

- Collaborations** If you would like to do a collaboration on a project, please do send me your details and we can discuss. I only take on 1-2 collaboration projects per year and they must be mutually beneficial with a clear written outline of what we would like to achieve from it. All details must be put in writing and agreed upon prior to production commencing. Depending on the nature of the project, a non-refundable deposit maybe required upfront to purchase materials for producing samples as well as secure interest in the project once production has commenced. This would be determined on a case by case basis and only restricted to materials not labour.
- Changes** All changes to an order must be made in writing by emailing: [melaniehardyceramics@gmail.com](mailto:melaniehardyceramics@gmail.com) prior to production or shipping.
- Please be aware this may delay the delivery date of your order and changes may not be possible for a custom or commissioned order if production has already begun.
- Time Frame** If items are in stock your order will be sent out within 3 business working days otherwise items can take up to 6-8 weeks to complete depending on the size and complexity of the order.
- Consignment** I'm sorry I cannot cater to consignment orders.
- Pricing/GST** A Recommended Retail Price (RRP) for each product will be supplied in AU.
- Wholesale is only available for selected items only. This range is currently being refined and not all items can be offered for wholesaling. Please refer to the latest Line Sheet.
- My prices have been carefully considered for the Australian gift and home wares retail market but in particular for handmade Australian products, although they remain competitive, they cannot be compared to commercially mass produced ceramics.
- Delivery charges are not included in your order price, please provide your postal address for a delivery quotation and allow for this additional charge.
- I am a sole trader and not currently registered for GST. All price lists and invoices will be exempt from GST. You will receive notification should this change in the future.
- Delivery** Orders are shipped from Brisbane within 3 working business days (excluding public holidays) using either Sendle or Australia Post, depending on which is more cost effective and the location. Details will be sent to you for tracking your order.
- If you are in the Brisbane area, I can personally deliver your order to you. Please check prior to ordering though.

Most national orders arrive within 5-10 business days from date sent out, however some remote or longer distance areas may take a few extra days.

I cannot take any responsibility for delay in goods where the goods are in the hands of couriers and the delay is caused by 3rd party companies. Deliveries must be signed by an authorised person when receiving. Orders cannot be shipped to PO Boxes and must be sent to a street address.

Additional costs associated with unsigned deliveries or incorrect address are not my responsibility.

All authority to leave parcels are the responsibility of the purchaser. Any special notes you would like to tell the driver can be added. Just let me know prior and I will include this in your delivery details.

No responsibility is taken for goods lost in transit, however should your order be missing, please contact me and I will follow this up with the courier immediately. If you require insurance on your delivery, please advise upon placing your order.

International delivery will depend upon your location, please send me an inquiry prior to ordering & I will find out the estimated delivery times & provide a quote for you. Remember all customs and import taxes/fees for your country would be the responsibility of the purchaser.

Please Note: Unfortunately, due to my Product Liability Insurance Cover, I am unable to supply to North America and Canada at this time. If you are outside of these countries, please get in touch for a quotation.

## **Returns Policy**

If you find there is a problem with your order, such as broken or defected, please contact me immediately by email so we can work on a solution for you.

Please ensure when you open your order, that you do so with the box in the upright position and open from the top of the carton where indicated. Damages must be reported within 48 hours of delivery being received or no claims will be accepted. Goods should be inspected upon receipt and if damaged, a photograph with proof of purchase, must be taken and emailed to [melaniehardyceramics@gmail.com](mailto:melaniehardyceramics@gmail.com) to verify the claim.

All products are individually handmade to a high standard here in Australia using natural materials, therefore variations do occur in shape and colour. No returns will be accepted upon natural variations. Descriptions, approximate measurements and design details are provided to the best of my ability and computer formatting but can have slight variations during the handmade process.

Where a product is deemed faulty, goods will be replaced where stock is available otherwise you may opt for a credit or a full refund of that faulty product, however no credit can be given on freight charges.

Any custom, personalised and discounted items cannot be returned. All orders are final therefore returns are not accepted for change of mind. If you have any queries, please contact me prior to ordering.

**Trading**

My studio is closed over the Christmas holidays (usually 6 weeks from mid December to end of January as well as 2 weeks during the Easter Break).

**Product Care**

Each product is entirely handmade using natural quality materials, therefore, variations will occur between each piece. When I am designing and making ceramics, I take great care and attention to the functionality and ensure that pieces used for food are properly sealed with a high grade food-safe and lead-free glaze and kiln fired to the suppliers recommendation of temperature.

For details on how to care for ceramics please go to my website [“Product Care Guide”](#)