

ORDERING AND TERMS

MINIMUM OPENING ORDERS \$70 (EXCL. GST & SHIPPING)
RE-ORDER MINIMUM \$50 (EXCL. GST & SHIPPING)

ORDERING & PAYMENT

Orders are to be placed via the Wholesale portal on our website, www.willowandwhitestationeryco.com.au. Payments will be accepted via bank transfer or credit card (Visa, Mastercard or Paypal). All payments are to be made within 14 days, prior to shipment.

SHIPPING

All orders are shipped from our base in Sydney, Australia. Free shipping is offered within Australia on orders over \$200. Shipping costs are charged at time of order, and will be included on your invoice. Please contact us via info@willowandwhitestationeryco.com.au for international shipping options.

Orders will be packed and shipped within 2-3 full business days from payment. Willow and White Stationery Co is not responsible for any carrier delays, and whilst items are packaged carefully, no responsibility is taken for damage while in transit. Any duties or customs fees are the responsibility of the retailer. If you wish to request special shipping arrangements, please let us know.

DISPLAY & PACKAGING

All items are retail ready, in cello packaging with Willow and White Stationery Co branding. All products must be displayed and sold in their original packaging. Boxed or packaged sets may not be broken apart and sold individually. If you are selling online, credit must be given in the item description to Willow and White Stationery Co. Failure to comply with these rules will result in wholesale account termination.

BACK ORDERS

Occasionally certain products may be out of stock. In this case, you will be notified immediately, and if directed, we will ship items from your order that are in stock. Once the outstanding item is back in stock, we will ship it to you straight away, unless directed otherwise.

CANCELLATION, RETURNS & EXCHANGES

Cancellations must be made within 24 hours of placing your order. Any cancellations made after this 24 hour time period will incur a 20% restocking fee.

Returns are only accepted on defective merchandise. If you receive defective goods, please report immediately via email to info@willowandwhitestationeryco.com.au within 5 days of receipt and we will organise a replacement. Items must be returned unopened, unused and in original packing and condition.