

ONLINE SELLING BEST PRACTICE



WEBSITE CHECKLIST

Skin Juice advises that all stockists selling Skin Juice online must read and adhere to the below requirements.

SECURE SITE

Providing security for transactions made in your checkout is vital for protecting your customer's payment information.

You can do this by either paying for an SSL certificate (your hosting company can advise on this), or you can use a secure third party payment method such as PayPal.

RETURNS POLICY

Providing a returns policy on your site is the best practice for online sales. For full details of Australian law regarding returns and replacements, visit the ACCC website [here](#).



CONTACT DETAILS

List your contact details on your website so your customers can contact you quickly if they have a concern with using your website, or have a question about the products or their order.

ADVERTISING

- To help advertise Skin Juice and the products, you have access to banners, images, logos, product pictures and promotional images at sjwholesale.com.au.
- All images displayed must be current and unaltered.
- Product descriptions must be accurate and approved by Skin Juice. Skin Juice recommends using product descriptions from the Skin Juice retail website (skinjuice.com.au).



SHIPPING

- Let the customer know you have received their order by sending a thank you email when you have received an online order.
- Online customers will expect dispatch of their order within 24 hours unless otherwise clearly displayed on your website. Please maintain communication if there are any delays.
- Freight charges should be transparent and pricing clear and visible. You may wish to offer free shipping over a certain spend.
- When an order has shipped, it is best practice to send an acknowledgement to notify the customer and, if possible, provide them with a tracking number.

PACKING

- Use biodegradable fill to protect the products.
- We find the Australia Post box sizes 'Parcel Box Small' 220x160x70mm and 'Parcel Box Medium' 240x190x120mm should work best for most product orders.
- We do not recommend shipping orders in bags or satchels as the products will not be sufficiently protected and will be damaged.
- Ensure boxes are securely taped closed, so no products are lost during transit or damaged by an element such as rain.



CUSTOMER SERVICE

- The approved stockist is liable for any processing mistakes, ordering errors, returns, and breakages.
- The approved stockist must remove the shopping feature for out-of-stock products.
- The approved stockist must notify customers immediately if a product is oversold.
- The approved stockist must hold the stock advertised on the online store at your premises.
- Skin Juice cannot be held accountable to fulfil any orders for pre-sold products.
- Skin Juice is not responsible for replacing or refunding any products that have been lost or damaged in transit to the approved stockist's customer.
- Approved stockists must be accessible and contactable if their customer has any shipping or product concerns after the sale.
- Skin Juice is available to help with any Skin Juice product returns. We recommend contacting us before replacing any product. We have an easy-to-follow process that will ensure you and your customer are cared for.
- Keep in contact with your database via newsletter with regular updates about new products, featured products, and promotions.
- Skin Juice is not liable for any cost associated with an approved stockist's online store. This includes but is not limited to freight, payment method surcharges, website setup fees, IT support, refunds, exchanges, sales, and discounts.





NOT tested
on animals



Australian
made & owned



Natural
& fresh



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