

wholesale terms & conditions

st. Cove

Retailers must agree to our Terms & Conditions. We reserve the right to discontinue sales to stores who fail to comply. Please note, Terms & Conditions are subject to change at any time.

These Terms and Conditions are governed according to the laws of Western Australia.

1. Ordering & Payment

- All wholesale prices are in Australian dollars (AUD). GST is not applicable.
 - Minimum orders apply.
 - Orders can be placed via our Order Form. Please contact us via email for a copy - hello@stcove.com.au.
 - Upon submission of your Order Form, you will receive an invoice for payment. Please note, full payment including postage is required at checkout.
 - Credit Card details are not stored.
 - Please ensure you provide your full and correct shipping address to avoid re-delivery fees.
-

wholesale

terms & conditions

st. Cove

2. Shipping

- Our standard turnaround time is between 2-4 business days once payment has been received in full.
 - All orders are sent via Australia Post. Please contact us if you would like to request a different courier.
 - Shipping costs will be added to your invoice and paid at checkout. Shipping costs are based on the size and weight of your order.
 - International delivery times vary but are usually between 5-14 business days, depending on your location. Please refer to the Australia Post website for estimated delivery times.
 - Any taxes, customs or duty fees incurred on international parcels are the responsibility of the retailer.
 - Once your order has been dispatched, you will receive a tracking number allowing you to follow your delivery progress.
 - If your order is returned to us for any reason, we will contact you.
-

wholesale

terms & conditions

st. Cove

3. Back Orders

- On the occasion our products are out of stock or we don't have the quantity you have ordered available and we are unable to fulfil your whole order, we will notify you via email.
 - If directed by you, we can proceed to ship all available items from your order and once the other items are back in stock, we will ship them immediately at our cost.
 - Alternatively, we can offer an agreeable alternative item or refund if necessary.
-

wholesale

terms & conditions

st. Cove

4. Cancellations, returns & exchanges

- Any cancellations or changes to your order must be submitted via email within 24 hours of placing your order. No changes or cancellations will be accepted after this time.
 - If your order, or part of, arrives damaged please notify us via email within 5 days of receipt. You will then be asked to return the damaged items for a replacement or full refund.
 - We are unable to accept returns or exchanges for unsold stock.
-

wholesale terms & conditions

st. Cove

5. Exclusivity

- We do not offer exclusivity of st. Cove products in any one geographical area. However, we strive to coordinate a non-competitive environment among our customers by selling to customers that are a reasonable distance from each other.
-

wholesale terms & conditions

st. Cove

6. Sale of st. Cove Products

- Under no circumstances are st. Cove products to be resold via a third party website or location. Failure to comply will result in immediate cancellation of sales.
 - All of our products must be displayed and sold with their original labels and alterations to any products are prohibited.
 - st. Cove products being sold online must clearly state that they are created by st. Cove.
-

wholesale

terms & conditions

st. Cove

7. Product Images

- If you are an online retailer, we are happy to supply you with our product or lifestyle images. Please email us to request the ones you require.
 - Images must be used in their supplied state to maintain quality. No cropping, editing, filters or additional compression is to be applied.
 - If you wish to repost images provided by an Influencer, please ensure you tag their social media page.
 - All images are subject to copyright and must only be used to market st. Cove products.
 - All images published on social media platforms featuring st. Cove products must include tags #stcove & #stcovekids.
-

wholesale

terms & conditions

st. Cove

8. Product Colours

- Whilst every effort has been made to ensure our products are displayed accurately on screen, some computer monitors may display colours incorrectly and the artwork may vary slightly from the colours you see on your monitor.
-

wholesale terms & conditions

st. Cove

9. Misconduct

- We have the right to refuse a stockist or cancel a stockist order if a stockist is misleading in any way or form. We may do this at anytime if our brand is being misrepresented.
-