



2023 Terms & Conditions

Minimum Purchase Order Quantities

We recommend that you order comprehensively for your first order - consider purchasing at least 20 various label designs. The data driven reasons for this are:

- a) As a certified KATM stockist, KATM customers know our products and will be coming to view the range of our collections as advertised to them via social media and other media outlets. We regularly run marketing campaigns and work with an external marketing agency to ensure our products are reaching targeted communities and consumers.
- b) KATM Stockists that thrive with our products ensure that their curations are regularly replenished with our new releases, artist collaborations and core collections.
- c) We design our labels based on our entire collection. We have made sure there is a label design that will suit any make and it is beneficial to display a range of labels that are complementary to each other.

However, we understand this is not possible for all stores so we are happy for you to order however you wish. For this reason, there is no minimum purchase order on our products.

KATM wholesale accounts are available to:

Brick and Mortar stores
Online businesses
Sewing class studios

And other businesses that will be re-selling our products as they are intended, which will be approved by our wholesale manager.

We do not authorise wholesale accounts to individual customers using our labels for their own personal use or using our labels to sew into their goods for commercial sale.

Order Processing

All orders are processed and shipped within 1-3 business days from KATM HQ (in Australia). Your orders are considered top priority and our warehouse manager ensures accuracy and efficiency for every order placed. You will receive a tracking number notification as soon as your order has been fulfilled and on its way.

Our Universal RRP

Our RRP is listed as AUD. Our recommended retail pricing for our 2023 resealable packs of 6 labels and our cream cardboard packs (our core collection) of labels is \$13.00 AUD. Our Limited Edition black cardboard packs and 2023 limited edition packs have a RRP of \$15.00 AUD. We do not insist on these universal retail prices, they are there to provide a guide for your own pricing structure. You are welcome to set your own higher RRP based on your own margins, and we strongly discourage stockists from under-pricing (exception: if you run a temporary sale)

International Business to Business Shipping Policy

Your shipping is calculated in weight (or volumetric weight - whichever is greater) so any bulky items will increase your shipping rates, when being generated at checkout ie. KATM Tins, Display Stands. All orders are either shipped with our preferred carriers: DHL Express Priority or Australia Post Express International - as elected by you/your buyer.

We have integrated software that calculates the items in your cart and determines the live DHL Express (premium service) or the Australia Post Express International rate (economical service). You will now be seeing accurate rates from DHL Express and Australia Post based on your country.

Australian Business to Business Shipping

We will ship your orders via Australia Express Post. Rates calculated at checkout.

Reminder about Customs & Duties

Import duties, fees and taxes are the responsibility of the receiver and are determined by your country's import laws. Please check your regulated threshold for imports in your country before placing your order. Any customs and duties determined by your Border Protection and Control are to be paid through DHL on arrival.

For example, in Australia imports over \$1000 AUD will require payment for customs duties and GST plus any service charges from the shipping company. This is different for each country.

As of Feb 2022, the US minimum threshold for import tax is \$800 USD.

Please check your country's import laws via an official government site for more information.

Product Images For Wholesale

We request that you use our product and marketing images when selling our products via your online store and social media accounts. Our aesthetic and imagery is of extreme importance to our branding. Poor lighting and blurry images that we notice will be asked to be taken down and replaced with our professional images. We employ an in-house content producer who creates all our polished and professional images, so they're all ready for you to use for your own promotion of our products. Please feel free to request images by contacting us at hello@kyileandthemachine.com.au

We request that you update our product images regularly to reflect any changes in packaging and product design. We will provide you with new imagery in our monthly newsletters and you can access our images at any time via our wholesale website.

Stockist Directory Page

When you complete your first order through our wholesale store and have listed our products on your website, your store will be added to our KATM Stockist directory page. The intention for the KATM Stockist Directory is to have our products accessible to anyone in the world. If you are a brick and mortar store, please also ensure that our products are listed on your website and are regularly updated.

We reserve the right to unlist any store that does not display our products online as this directory is a service to all KATM customers seeking to find our products.

We have provided images within our wholesale shop. Simply click on the "DOWNLOAD IMAGES" buttons in the image gallery to download all usable images as per the labels you have in stock.

Once downloaded you can simply upload to your own site and social media accounts. All our images have an aspect ratio of 1:1.

We have an in house content producer who creates all our lovely images so providing credit for using our images is important.

Usage Terms - Website

Please supply credit to our images in your product description via your online store.

Copy & paste the following:

"Images supplied by *Kylie & The Machine*"

**Note that a link to www.kylieandthemachine.com has been added to the name. Please ensure that it is included.*

Usage Terms - Social Media

When using our product and marketing images, be sure to provide credit to @kylieandthemachine.

There are two areas to provide credit via social media:

1. On the image itself by way of adding @kylieandthemachine as a people 'tag'.
2. In the comment - copy and paste the following:

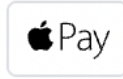
"Image supplied by @kylieandthemachine"

**The above requirements are in accordance with our T&C's.*

Processing Payment & Methods

All orders and payments will be processed through our Shopify store, this is the same shopfront we use for our direct-to-customer sales, and orders must be paid in full before goods are shipped.

We accept:



Once your KATM Wholesale Account application has been approved, you can access our automated ordering service through our online shop so you can shop in your timezone, adjust the currency on the home page (top right dropdown) , view our stock levels, and check out instantly. This is very efficient for both of us, and after your initial order, we encourage you to use this system.

Product Returns

As a stockist, customer returns for faulty products are to be handled by you at store-level, as a service point for the customer. We will replace or refund faulty products retroactively.

Please do not open/break up packs of our labels and make your own 'sample packs' to sell. They are to be sold in our packaging only, in the quantity in which they were received, without any exceptions.

Merchandising Our Products

Please display only Kylie and the Machine products on the customised Kylie and The Machine merchandise stands. Do not put any other branded products on our custom merchandise stands, this could result in cancellation of your KATM Stockist account.

Exclusivity

We do not give any store or region exclusivity in stocking our products. We believe that our small packs of labels are a smart addition to ALL sewing and yarn shops as a magical add-on product. We also believe that there's more than enough space in our industry for everyone to have mutual success and provide a quality experience for their customers.

Please note that in our online shop we sell our products direct to customers domestically and internationally. Pricing, order minimums, and other Terms and Conditions may change at any time.