



# Re/lax Remade and Stockist Terms

These are the general terms and conditions between **Re/lax Remade Pty Ltd** (Re/lax Remade) of **Unit 21 / 25 Narabang Way, Belrose, 2085, NSW, Australia** and any Stockist of goods produced by Re/lax Remade as governed by NSW, Australian jurisdiction.

## 1 ACCESS AND ORDERING

### 1.1 WHOLESALE CATALOGUE

- a. Stockist must sign up for an account and request access by contacting [hello@relaxremade.com.au](mailto:hello@relaxremade.com.au).
- b. Re/lax Remade may add to or remove products from the catalogue at their discretion and without notice.

### 1.2 ORDERING

- a. A minimum of 10 units per order for reasons that benefit the presentation of the hats as well as efficient postage costs.

### 1.3 SHIPPING

- a. Shipping will be calculated upon finalisation of the collection.
- b. The Stockists will be charged at cost.
- c. Stockist signature will be required upon delivery.
- d. Re/lax Remade will provide tracking details.
- e. The default carrier used by Re/lax Remade is Australia Post who is part of the EMS shipping network. If requested, alternate delivery may be arranged via DHL Express.

## 2 PRODUCT

### 2.1 HAT

- a. Hats will be prepared and shipped in a group with appropriate packaging to protect the products.
- b. Hats will have a swing tag pinned to the inside size label.
- c. Hats will be branded with Re/lax Remade labels as seen in the photos.
- d. Hats cannot be rebranded by the customer.

### 2.2 DIGITAL MEDIA

- a. Digital media for each hat will be made available through a shared folder.
- b. If the Stockists requests then Re/lax Remade can provide collection media.

### 2.3 CARDS AND CARE INSTRUCTIONS

- a. Care Instructions and other cards will be provided for each hat, and are to be packaged with each hat at the time of sale.

## 2.4 WARRANTY AND REPAIRS

- a. Re/lax Remade offers a free lifetime mend guarantee provided that the damage is limited to reasonable wear and tear. The customer will ship the product to Re/lax Remade at their cost, and Re/lax Remade will cover cost of shipping back to the Stockist or customer.
- b. In the event of a faulty product Re/lax Remade does honour the Australian consumer rights law. The Stockist is to facilitate the initial triage, and provide photo evidence as well as post the hat back to Re/lax Remade. Re/lax Remade will cover all shipping costs to and from the Stockist.

## 3 PRICING

### 3.1 RECOMMENDED RETAIL PRICING (RRP)

- a. Re/lax Remade will define the RRP in AUD currency.
- b. The RRP is determined per hat and is a function of 1) Cost of towel 2) Complexity of the hat's style 3) Unique design features, and 4) Demand for the hat style and design features.
- c. The Stockist may convert the RRP into their currency using a reputable Foreign Exchange market reference.
- d. The Stockist may advertise and sell the Re/lax Remade product at the RRP or at a higher RRP, either instore or online, without further approval from Re/lax Remade.
- e. The Stockist may not advertise or sell their Re/lax Remade product at a lower RRP online without prior approval from Re/lax Remade.
- f. The Stockist may advertise and sell the Re/lax Remade product at a lower RRP instore only, and not online, without further approval from Re/lax Remade.

### 3.2 WHOLESALE PRICING


- a. Wholesale pricing is determined for each individual hat.
- b. Wholesale margin will vary with each hat. This is a function of the RRP pricing mechanics as noted above and the cost to create.
- c. Shipping is not included in Wholesale pricing.
- d. Sales Tax, specifically GST, is only included in Wholesale pricing for Australian (domestic) purchases. For international purchases Sales Tax may be payable to relevant Customs and Import Authority and it is the Stockist's responsibility to manage.
- e. Duty is not included in the Wholesale pricing. For international purchases Duty may be payable to the relevant Customs and Import Authority and it is the Stockist's responsibility to manage.

## 4 ADVERTISING AND MARKETING

### 4.1 DIGITAL ADVERTISING

The Stockist is welcomed to publish content online through their digital channels (e.g. online store, social media) to inform their customers of available Re/lax Remade products. The Stockist must confirm to the following terms when publishing digital content that includes Re/lax Remade products:

- a. Stockist must use the digital media provided by Re/lax Remade.
- b. Stockist may create, at the Stockist's expense, addition content for marketing and promotional use.
- c. Stockists may publish their content using paid and organic online channels.
- d. Stockists may advertise the product's price as the RRP or higher.

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- e. Stockists must not advertise the price online as lower than RRP without prior approval from Re/lax Remade.

## 4.2 INSTORE ADVERTISING

- a. Stockists may advertise the price as lower than RRP instore at their discretion and at a cost to the Stockist.

# 5 PROMOTION

## 5.1 MUTUAL PROMOTION

- a. Stockist is welcome to promote their collaboration with Re/lax Remade by tagging and linking either or all of the following:
- Website: [www.relaxremade.com.au](http://www.relaxremade.com.au)
  - Instagram: [https://www.instagram.com/re.lax\\_remade/](https://www.instagram.com/re.lax_remade/)
  - Pinterest: <https://www.pinterest.com.au/relaxremade/>
  - Facebook: <https://www.facebook.com/relaxremade>
  - Google: Search term “Re/lax Remade”

# 6 CONTACT INFORMATION

Contact us with any questions at [hello@relaxremade.com.au](mailto:hello@relaxremade.com.au)