



# ZAVEDO WHOLESALE & TRADE TERMS & CONDITIONS

Hello. We are delighted you are interested in representing Zavedo. Before making a commitment to order, please read over our terms of trade below and make sure they are acceptable to you.

We pride ourselves on being transparent, open and honest with all our business dealings and hope we can establish a lasting business relationship with you.

## PRODUCT AND BRAND SATURATION

When we partner with a supplier, we want to protect both our interests by not saturating our brand or product in any particular area. We do not have set rules in places regarding this but rest assured we will protect your market catchment.

## WHOLESALE / TRADE REQUESTS:

Please fill out the online Trade / Wholesale Application Form <https://www.zavedo.nz/pages/wholesale-ordering> and we will get back you very shortly to approve the request and send you an Application Form.

## HOW TO ORDER:

Once we have confirmed your Trade / Wholesale Application Form, you will be contacted by us via email and sent our lookbook and order form plus link to our private order form page where you download the appropriate Order Form.

Fill out the details in the appropriate Order Form to place your order with us, then email to [orders@zavedo.nz](mailto:orders@zavedo.nz). Upon receiving your order, we will send you a digital invoice which will have your customer number & the total charges including shipping. Please note shipping costs can only be calculated upon receipt of your order which is quoted to you for confirmation prior to dispatch.

## WHOLESALE / TRADE PRICING:

All prices are listed in New Zealand dollars GST exclusive on the Order Forms and are applicable to all approved retailers and trade customers. All prices shown exclude shipping and handling costs. These are additional and will be calculated upon order confirmation.

Wholesale pricing is for retail clients only.

Trade pricing is for trade clients (interior designers, architects, developers.) If approved you receive 15% off the RRP, plus the cost of shipping on Zavedo made goods and 10% off the price off other select brands we carry. (This excludes HAY design products)

Prices are subject to change without notice, however we will keep all our customers updated on any pending price changes.

## OPENING ORDERS:

Each product requires a minimum order quantity for the first opening order, please refer to our order form sheet for details. Prices shown on our order forms excludes shipping and handling costs, 50% deposit is payable on order



confirmation, remaining balance due before order is shipped. Orders for all Trade customers do not have a minimum order quantity.

#### RE-ORDERS:

There are no minimum quantities for re-orders, unless mentioned otherwise on the order form. Payment is 50% deposit payable on order confirmation, remaining balance due before order is shipped.

#### CHANGES TO ORDERS:

Any changes or cancellation to orders must be emailed to [orders@zavedo.nz](mailto:orders@zavedo.nz) within 48 hours of orders being confirmed.

#### PAYMENT METHODS:

We accept payment through:

Bank Transfer: ANZ Bank New Zealand Limited Account: 06-0998-0195170-00 (SWIFT code: ANZBNZ22)

Paypal. Zavedo. A 3.5% Fee will be added to the invoice for processing and covering our merchant fees.

Credit Cards: Mastercard and Visa.

#### DELIVERY & SHIPPING:

If we have your order in stock, we will ship within 48 hours. However, if not in stock there will be a 2 weeks lead time for most products.

Shipping and handling charges are not included in the Wholesale or Trade Price.

Shipping/handling charges will be calculated based on your order's volumetric weight. This costs will be added to your order total when the order is ready to ship. We reserve the right to use our discretion as to the carrier to be used on domestic and international shipments.

Buyer's own shipping service for International orders: We will ship your order with the service and account number you provide us with.

If you have any questions with shipping, please email us before placing your order, so we can assist you further.

#### INSURANCE:

Zavedo will insure the goods up until delivery to the Buyers specified location. Upon delivery the goods are the responsibility of the Buyer.

#### NATURAL PRODUCTS:

Some of our products or their assembly components are in their natural state and may tarnish, darken or lighten over time such is the case with leather, brass, copper or natural wood that has not been treated. We do not warranty these changes however we do our utmost to fully disclose natural changes over time with any of our products.



#### DAMAGES / DEFECTS:

Please inspect all shipments immediately upon arrival for any damage and notify us within 48 hours by email with supporting pictures if you notice damage. Returned goods will be replaced with new goods. Returned merchandise will not be accepted if it is held for more than 15 days after receipt or if it has been deemed to be used. Return of goods to Zavedo is at the cost of Zavedo. We will arrange a courier to pick up and return to us.

#### RETURNS / EXCHANGES:

Wholesale merchandise may not be returned or exchanged unless it is due to damage as outlined above.

#### WARRANTY:

If a product is covered by warranty and the product fails within the Warranty Period please email us the following. Original sale invoice with date of purchase, customers name and contact details.

Pictures of the damaged goods.

Assessment to validity of claim.

Upon receiving the email we assess the claim and if accepted we will replace the goods or reimburse.

#### CONSIGNMENT:

Sorry, we do not offer consignment goods at this time. If you have a special request please get in contact as we will consider all requests on a case by case basis.