

Frog Orange Retailers Sales Agreement



These terms and conditions apply to all wholesale orders.

Australia and New Zealand wholesale orders

- We will accept new applications from Australia and New Zealand retail/online stores.
- There are no minimum numbers for the first introductory order.
- Thereafter the minimum follow on order is 6 units.
- We do not sell indent. We offer a stock service.
- We do not offer a drop ship service.
- All orders must be paid for in full prior to shipping.

International wholesale orders

- We will accept new wholesale applications from international retail/online stores.
- All orders must be a minimum of 10 units.
- We do not sell indent. We do not offer a drop ship service.
- All orders must be paid for in full prior to shipping.

Shipping

- Shipping costs depend on your location and the weight of the packages. At Frog Orange we use DHL International for international shipping and Sendle within Australia.
- If you choose to use our shipping provider this will be added to your final Tax Invoice.
- At the time of ordering we will confirm your shipping cost.
- All international taxes and customs clearance charges are the responsibility of the retailer.
- If stock is damaged in transit this is the responsibility of the shipping company, Frog Orange takes no responsibility for shipping once it has left our premises. We encourage you to add additional insurance and tracking to cover such risks. If you, the retailer engage your own courier service to ship the product then it is your responsibility to seek compensation for any damaged goods.

Payment

- Payment (including the cost of shipping) must be paid in full upfront via PayPal who also offer Credit and Debit facilities for . Product will not be shipped until funds have cleared.
- Once payment has been received we will dispatch your order. Please allow 1-5 working days for us to process your order.

Refund Policy

- We do not provide refunds or exchange for change of mind, so please choose carefully.
- We check every product to ensure it is in perfect condition, however, if for some reason a manufacturing defect is identified before it has been sold in your retail/online shop, we can replace the product, provide a refund or credit once the product has been returned to us. Please email hello@frogorange.com.au to complete returns request.
- Details of the Frog Orange 1 year warranty is printed on a card inside the box packaging. Once the product has been sold, and if there is a manufacturing defect, the customer can communicate directly with us by following the instructions set out in the conditions of warranty.
- If a customer has a change of mind, we do not accept product that has been purchased from a stockist. In this circumstance, the refund/exchange policy of the stockist applies.

Photos Of Products

- Frog Orange provides a link to low resolution images suitable for websites and social media. We can also provide high resolution photos on request via Dropbox to promote the Frog Orange brand. Please note that these images remain the sole property of Frog Orange and we have final say on the usage of images.
- You may use any of the images from our website.
- All images published on Instagram featuring Frog Orange must include tags @frogorangewaterbaby.
- At Frog Orange we encourage stockists to use their own creative images of Frog Orange carriers in any market campaigns.

Fraud

Fraudulent activities are highly monitored on our site and if fraud is detected Frog Orange shall resort all remedies available to us, and you shall be responsible for all costs and legal fees arising from these fraudulent activities.

By Law

These Terms and Conditions are governed by the laws of Victoria, Australia. In the event of a dispute you agree to submit to the exclusive jurisdiction of the courts of Victoria and the Federal Court of Australia.

Feedback

Our product is new. We're focused on innovation and listening to our customers. Please tell us about any feedback you have to assist us in improving our product by emailing hello@frogorange.com.au