

# Terms & Conditions

# PETITE WIG

## Company

### WELCOME

Welcome to Petite Wig Company. By becoming an authorised retailer you acknowledge that you have read and accepted the following conditions.

### YOUR ACCOUNT

As an authorised Petite Wig Company retailer you are responsible for maintaining the correctness and privacy of your online ordering account. It is your responsibility to maintain the confidentiality of your account and password details to restrict access from your computer and to the Petite Wig Company ordering portal.

Petite Wig Company retains the right to refuse service, terminate accounts, removed and edit content on the website, or cancel orders in its sole discretion/as deemed fit.

### ACCOUNT OBLIGATIONS

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A minimum monthly spend equivalent to AUD1500 is required to maintain a wholesale and purchasing account with Petite Wig Company. Accounts are pay as you go.

When you place an order, you'll get a payment link with the sum you need to pay. We get immediate notification once the payment is done. The order will go out as soon as the payment is settled.

We accept Visa, Master card, AMEX & PayPal

#### BRAND REQUIREMENTS

As an authorised Petite Wig Company retailer you agree to present & display all wigs and toppers with their Petite Wig Company labels attached. We take great pride in providing clients with a luxury experience when purchasing a Petite Wig Company piece and therefore it is agreed you will package the purchased wig and/or toppers in the net supplied with the luxury Petite Wig Company wig bag and packaged in the Petite Wig Company box. Failure to follow this protocol may result in closure of your supplier account.

#### SOCIAL MEDIA OBLIGATIONS

You are welcome to use any provided Petite Wig Company images and videos with their use of a tag #petitewigs. Any footage of our products taken by you and used on social media doesn't require a tag however one is always appreciated.

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## SALES TERMS

All sales are final, please inspect all merchandise immediately upon receipt. We will correct incorrect merchandise, duplicate deliveries, errors in shipment on our part upon verification of the error. You MUST notify your Account Manager of any issues within 5 days of receipt of your goods.

## ELECTRONIC COMMUNICATIONS:

Upon visiting Petite Wig Company website or send an email to us you are communicating with us electronically and consenting to receive communications from us electronically. You agree that all emails and other electronic communications including, but not limited to, notices placed on this website satisfy any legal requirement that such communications be in writing.

## COPYRIGHT

All content found on the Petite Wig Company website including (but not limited to) images, logo's, button icons, software, text, graphics and audio remains the property of Petite Wig Company and protected by Australian and international copyright law.

## PRICING

Except where noted otherwise, the List Price for product listings is Full Recommended Retail price. Your supplier wholesale discount will be applied at checkout.

We are a boutique brand and as such do not offer, or encourage, any form of discounting or divergence from the Recommended Retail Price. We firmly uphold the policy of no discounts to protect all parties thus eliminating the opportunity for competitors to undercut prices. We do however support and recommend offering gifts or services with purchase.

## PRODUCT DESCRIPTIONS:

Every care is taken by Petite Wig Company to ensure listings and promotion of any product is as accurate as possible. Petite Wig Company does not warrant that product listings, descriptions, or any other content from on the Petite Wig Company site are accurate, error-free, current, reliable, exact. If a product received from Petite Wig Company is not as described, you are entitled to obtain a Returns Authorisation from your Account Manager and return the item.

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Products are provided as shown on the listing with no customisations available.

No colouring, reshaping, movement of clips, or any other form of modifications are offered by the Petite Wig Company.

### SHIPPING AND HANDLING

Shipping is done via Australia Post inclusive of insurance. All shipping and handling costs will be added to the invoice at checkout. It is the responsibility of the Purchaser to inspect all shipments upon arrival, immediately.

Proper inspection of all items upon receipt is the sole responsibility of the customer or any other one acting as his agent, employee, or any other person receiving the shipment on the customer's behalf.

Any claims of damage, error, missing or products not meeting product listing descriptions must have a Return Authorisation request sent to the Account Manager within 7 days of receipt. The provided Return Authorisation label MUST be clearly visible on the outside of the package when making any return and the item MUST be in original condition with all packaging, swing tag, tissue paper etc intact. Goods being returned must be received back within maximum 30 days of initial invoice.

### SHIPPING DETAILS

Express Post Australia has products arriving between 1 - 7 days from order request/invoice and is dependent on factors outside the control of Petite Wig Company.

### DROP SHIPPING SERVICE

In some instances a drop shipping service may be preferred, enabling an order to be sent direct to your client. To activate this service a separate order MUST be created on your account, with correct name, address and contact number provided for your client. Drop Shipping has all the same terms and conditions as regular shipping.

### LOST, STOLEN, OR DAMAGED PACKAGES

Once the orders are shipped and leave from our facility, we are not liable for any lost, stolen or damaged packages. Please contact your Accounts Manager for further investigation and solution.

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## WARRANTY

Petite Wig Company products offer a 90 day manufacturer's warranty. The warranty takes effect at time of purchase (which translates to 90 days from the invoice date).

## RETURN POLICY

Before any returns are made, you MUST obtain your return authorisation number/label for your Account Manager. This label MUST be clearly visible on the exterior of your package to be accepted. The return will be declined and sent back to you if a Return Authorisation Label is not clearly visible.

## RETURN AUTHORISATION NUMBER/LABEL

Permission for return must be obtained within 5 business days from the date of receiving your goods, no authorisations will be granted after this 5 day period.

## ORIGINAL CONDITION

All returns MUST be in their original condition. Your return product is to have all packaging materials inclusive of hang tags, boxes, care cards and packaging paper

## RETURN EXCLUSIONS

Petite Wig Company products offer a 90 day manufacturer's warranty. Items that have been cut, coloured, customised, or altered in any manner are not eligible for return. Discontinued items are not eligible for return. Products that are returned and deemed ineligible for return will be sent back to the customer at customer's expense.