



International Sales Conditions



Effective from the 13th of September 2018

Specifications:

1. If you have questions or specification requirements from customs or quarantine regarding the specifications of our products My Natural Being will assist with the export paperwork.
2. My Natural Being will provide standard COA, SDS and specifications documents.
3. If you require a COA, SDS or specifications for your country or territory that is outside our standard documents, My Natural Being will need to obtain a quote for this work from a third-party laboratory. Once we have all the costs we will provide you with an invoice and payment will need to be made prior to all tests being started.
4. Please ensure you ask for copies of the current specifications for each product you intend to export/import prior to placing your order.
5. If you (the client) do not ask for the specifications prior to shipping, My Natural Being will not be held accountable for any non-conformance issues at the receiver's end.

Export Paperwork:

6. My Natural Being is not responsible for any mistakes on the import/export paperwork, it is the customer's responsibility to ensure all paperwork is correctly completed and submitted prior to shipping.
7. My Natural Being will complete all paperwork that would be reasonably expected for a manufacturer to complete for international shipping.
8. All paperwork needs to be requested at the time of order, i.e. any shipping, SDS, SLI, COA, BOL etc. must all be listed either on the purchase order or sent in a separate email at the time of purchase.
9. My Natural Being will not be responsible for any shipping or customs clearance delays if all documents are not requested at the time of order.
10. When a Phytosanitary, Manufacture Declaration, and ISTA Orange Germination Certificates for import/export might be required. My Natural Being can assist with documentation – however an administration fee will be applied.
11. Some documents might not be available if they are not requested in advance. As the documents become available My Natural Being will send them either directly to the client or the shipping company.

My Natural Being Pty Ltd ABN: 79 614 944 026

CONTACT: info@mynaturalbeing.com.au **WEB:** www.mynaturalbeing.com.au

POSTAL ADDRESS: P.O. Box 456, Sanctuary Cove Queensland 4212, Australia



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Returns:

12. All returns are at My Natural Being's discretion. My Natural Being will only authorise a return if a product does not meet the specifications in the documents provided by us.
13. If you did not ask for the specification or required documents to clear customs and or quarantine prior to shipping no return will be provided.
14. If My Natural Being does authorise a return the products must be returned in their original condition or My Natural Being will either reject the return 100% or issue a minimum restocking fee of 30%.
15. No matter who is at fault, if My Natural Being authorises a return, all return costs including freight, customs and tax clearances will be the responsibility of the client from point to point.
16. If the returned product/s arrive at our factory damaged, no matter who damaged the goods or at what point during the shipping they were damaged points 14 and 15 still applies.
17. If a return is rejected by My Natural Being, it is the customer's responsibility to collect all goods within seven days or My Natural Being will dispose of the goods at the client's expense unless prior arrangements are made.
18. Any storage costs will be passed on while waiting for a rejected return longer than seven days will be passed onto the client.
19. If there are extreme circumstances and My Natural Being has reviewed the circumstances, and My Natural Being authorises a courtesy return (I.E. My Natural Being authorises a return when it is no fault of My Natural Being or the product meets all the specifications on the documentation) all return costs including freight, customs and tax clearances will be the responsibility of the client from point to point. Please note points 14 and 15 still applies.

Legal Documents, Solicitor and Notary Fees:

20. All legal documentation, solicitor's and notary's fees that might be required for each country are the responsibility of the purchaser (the client). My Natural Being is happy to assist with this and provide quotes but all costs must be pre-paid prior to My Natural Being engaging on your behalf.

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Minimum order Quantities:

21. The MOQ of 3108 x 250ml bottles must be met for each order placed (Per SKU or item).
22. One pallet holds 3108 x 250ml bottles. You can load 10 pallets into a 20ft container and 20 pallets into a 40ft container.
23. Orders will be packed on pallet lots and shipped via LCL or container/s.

Lead Times and Shipping:

24. The manufacturing lead time is a minimum of two weeks per order unless otherwise stated.
25. Ocean and Air freight times will be calculated at the time of order based on the destination port.
26. All pricing is Ex works unless otherwise stated. Shipping rates are subject to change.
27. FOB location is the port of Brisbane, Queensland, Australia.
28. You can collect the goods from our factory or we can organise a quote for shipping via sea or air freight.
29. Please allow two to four working days for all shipping quotes. Shipping quotes are valid for 14 days.
30. Completed orders are shipped as soon as they are ready.
31. My Natural Being will not store orders, if we need to store your order there will be a daily storage fee of \$55.00 per day per pallet.

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Customs:

32. Once the shipment arrives at the destination port it is the clients responsibility to clear customs and or quarantine within the country the goods are being exported to including all inland charges in that country.
33. It is the customer's responsibility to ensure all My Natural Being products meet the specifications for customs and quarantine for the country they are being imported/exported to prior to shipping.
34. If any item is rejected by customs, it is not My Natural Being's responsibility under any circumstances unless the product is out of specification based on the documents provided by My Natural Being at the time of ordering.
35. Arranging your own freight and customs clearance will incur a one off \$100.00 AUD administration fee to assist your freight forwarder with this process.

Payment Terms and Purchase Orders:

36. Payment terms (unless prior arrangement is made) for all products are 60% upon order placement and 40% prior to shipping.
37. Please issue a Purchase Order with complete invoice to and ship to address details, contact name and any delivery notes, SLI and or document requirements.
38. We require the legal company names as registered in the respective country, contact first and last name, email and phone for both the invoice to and ship to location.

By purchasing our products you agree to our terms and conditions stated on this document.

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