

HOUSE OF ZIYA

Wholesale Terms & Conditions

Effective Date: 01/07/2026

Business: House of ZIYA

ABN49 308 217 535

Website: www.houseofziya.com.au

1. Wholesale Account Approval

Wholesale accounts are available to approved retailers, practitioners, boutiques and other suitable businesses.

Submission of a wholesale application does not guarantee approval. **House of ZIYA** reserves the right to accept or decline an application at its discretion.

Approved wholesale customers may be required to provide valid business details, including an ABN/ACN, business address and contact information.

2. Wholesale Pricing

Wholesale pricing is available exclusively to approved wholesale customers.

Wholesale prices are confidential and must not be disclosed publicly or shared with third parties without written permission from **House of ZIYA**.

House of ZIYA reserves the right to change wholesale pricing where necessary due to changes in ingredient, packaging, manufacturing, freight or operating costs. Where practical, reasonable notice will be provided.

All prices are in Australian dollars unless otherwise stated.

3. Minimum Orders

The minimum opening wholesale order is:

\$350.00

Minimum reorder value:

\$500.00

Individual products may also have minimum order quantities, which will be specified on current website, wholesale product description information.

House of ZIYA may approve smaller or larger orders at its discretion.

4. Recommended Retail Pricing

House of ZIYA provides recommended retail pricing (RRP) for its products.

RRP is provided as a guide to help maintain consistent brand positioning and customer expectations. Retailers remain responsible for determining their own retail prices, subject to applicable Australian laws.

House of ZIYA may request discussion with a retailer where significant discounting could materially affect the presentation or positioning of the brand.

5. Orders

Orders may be placed through the approved **House of ZIYA** wholesale ordering method.

An order is considered accepted once confirmed by **House of ZIYA**.

Orders cannot be considered final until product availability and payment requirements have been confirmed.

House of ZIYA reserves the right to limit quantities of limited-edition, seasonal or small-batch products.

6. Payment

Unless otherwise agreed in writing, wholesale orders must be paid in full prior to dispatch.

Approved account customers may be offered payment terms at the discretion of **House of ZIYA**.

Where payment terms have been approved, invoices must be paid within the agreed period.

House of ZIYA reserves the right to suspend further orders where an account is overdue.

Any costs reasonably incurred in recovering overdue amounts may be charged to the customer where permitted by law.

7. Shipping & Delivery

Wholesale orders are dispatched to the delivery address provided by the retailer.

Shipping costs are payable by the retailer unless otherwise agreed.

Estimated dispatch and delivery times are provided as a guide only and may vary due to production requirements, carrier delays, public holidays or circumstances outside **House of ZIYA's** reasonable control.

Risk in the goods passes to the retailer upon delivery to the nominated delivery address or carrier, subject to applicable Australian consumer law.

Retailers should inspect deliveries promptly upon receipt.

8. Damaged, Incorrect or Missing Products

Any damaged, incorrect or missing products must be reported to **House of ZIYA** within **[48/72] hours** of delivery, where reasonably practicable.

Photographs may be requested to assist with assessing damaged goods or packaging.

Where an error or damage is confirmed to be the responsibility of **House of ZIYA**, an appropriate remedy may include replacement, credit or refund.

House of ZIYA is not responsible for damage resulting from incorrect storage, handling, misuse or conditions outside its reasonable control.

9. Returns

Wholesale products cannot be returned simply because they are unsold, unwanted or no longer required.

Returns may be accepted where:

- products were supplied incorrectly;
- products arrive damaged;
- products are faulty; or
- **House of ZIYA** has provided prior written approval.

Unauthorized returns may be refused.

Nothing in these terms limits or excludes any rights or remedies that cannot legally be excluded under Australian Consumer Law.

10. Product Information

House of ZIYA provides product descriptions, ingredient information, directions and other product information for use in connection with its products.

Retailers must not alter, misrepresent or make unauthorized therapeutic, medical or other claims about **House of ZIYA** products.

Retailers are responsible for ensuring that any advertising, marketing or representations they make about **House of ZIYA** products comply with applicable Australian laws and regulations.

Where **House of ZIYA** provides approved product descriptions or marketing material, retailers are encouraged to use this information to maintain accurate and consistent product representation.

11. Product Storage

Retailers are responsible for storing **House of ZIYA** products appropriately after delivery.

Products should be kept in clean, dry conditions away from excessive heat, direct sunlight, moisture and other conditions that may adversely affect product quality.

Where a product has specific storage requirements, those requirements should be followed.

12. Brand Presentation & Intellectual Property

House of ZIYA's name, logo, product names, packaging, photography, written content, artwork and other brand assets remain the intellectual property of **House of ZIYA** or its relevant licensors.

Wholesale customers may use approved **House of ZIYA** marketing materials solely for the purpose of promoting and selling genuine **House of ZIYA** products.

Retailers must not reproduce, modify, copy, manufacture or create derivative products using **House of ZIYA's** branding, formulations, packaging, written content or other intellectual property without prior written permission.

13. Online Sales

Approved wholesale customers may sell genuine **House of ZIYA** products through their own approved retail website and/or physical store.

Retailers must accurately represent **House of ZIYA** products and must not imply that they manufacture, own or represent **House of ZIYA**.

House of ZIYA may request details of online sales channels where necessary to protect the integrity and positioning of the brand.

14. Resale & Third-Party Platforms

Wholesale products are supplied for genuine retail resale.

Retailers must not knowingly supply **House of ZIYA** products to unauthorized third-party resellers or marketplaces without prior written approval.

This includes third-party online marketplaces where the presentation or pricing of the **House of ZIYA** brand may not align with its intended positioning.

15. Tester & Display Products

Where testers, samples or display products are supplied, **House of ZIYA** may specify whether they are complimentary, discounted or subject to normal wholesale pricing.

Tester and display products must not be resold unless expressly authorized.

16. Limited Edition & Small-Batch Products

Some **House of ZIYA** products may be produced in limited quantities or as numbered batches.

Availability of these products cannot be guaranteed for ongoing wholesale supply unless pre-approved.

House of ZIYA may allocate limited stock between wholesale and direct customers at its discretion.

17. Wholesale Account Review

House of ZIYA reserves the right to review or suspend a wholesale account where:

- invoices remain unpaid;
- products are being represented inaccurately;
- brand guidelines are repeatedly disregarded;
- products are supplied to unauthorised third parties;
- the retailer engages in conduct that materially damages the House of ZIYA brand;
- or
- The account has become inactive.

Where appropriate, **House of ZIYA** will provide notice and an opportunity to resolve the issue.

18. Cancellation of Orders

Once an order has entered processing or production, cancellation may not be possible.

Special, customized, made-to-order or limited-edition orders may not be cancellable once confirmed.

Any cancellation request should be made as soon as possible.

19. Changes to These Terms

House of ZIYA may update these Wholesale Terms & Conditions from time to time.

The version applicable to an order will generally be the version in effect when the order is accepted, unless otherwise agreed.

20. Australian Consumer Law

These terms are intended to operate in accordance with applicable Australian law.

Nothing in these terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the **Australian Consumer Law**.

Where any provision of these terms is found to be invalid or unenforceable, the remaining provisions will continue to operate to the extent permitted by law.

21. Acceptance

By submitting a wholesale application or placing a wholesale order with **House of ZIYA**, the retailer acknowledges that they have read and agree to these Wholesale Terms & Conditions.

Retailer / Business Name: _____

ABN: _____

Authorized Representative: _____

Position: _____

Signature: _____

Date: _____

HOUSE OF ZIYA

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www.houseofziya.com.au

sales@houseofziya.com.au / houseofziya@gmail.com

0459 760 297

These Wholesale Terms & Conditions are intended as a commercial template and should be reviewed by an Australian lawyer before being adopted as your final legal terms, particularly the provisions concerning payment terms, liability, resale restrictions and termination.