



Everyday wellbeing

BIO LIVING CREDIT & FREIGHT POLICY

Welcome to Bio Living,

In 2004, Bio Living was founded by two individuals with a combined experience of over 30 years in the food industry, who identified the need for organic and health food products in Australia.

We now encompass over 40 brands under our banner from Organic baby foods, pasta, breakfast cereals and biscuits, to Gluten Free products and a large range of Natural and Organic skin care and cosmetics.

We source our products from Certified Suppliers who maintain the highest quality of production standards, source sustainably, only carry GMO free products and implement fair trade into their business wherever they can.

Today, Bio Living has grown to be recognized as one of the major distributors of health and wellbeing products across Australia.

For retailers we are becoming a “one stop shop” with over 2000 products in our range. As a national supplier we deliver across Australia with Sales and Customer Service support.

Our broad range offers Retailers a large range of unique products that cannot be found from any other organic wholesaler.

Unlike other distributors, Bio Living is selective about the ranges we import and sell to ensure key success of the brands.

We do not deal with wholesalers in separate states which can add additional costs to the final price of a product. By not dealing with other wholesalers, we have complete control on the success of the brands we manage.

We have heavily invested in the latest technology with state of the art warehouse and distribution management systems.

Our distribution center is located in Melbourne, Australia, a central location to ensure efficient delivery nationally.

We have a dedicated National Sales and Marketing Team, a Customer Service Team, a Warehouse Team and back office personnel which all work efficiently as part of a well-rounded, integrated team.

People are Bio Living’s greatest asset. Bio Living recognizes that the only way to create value for customers is through quality people. Bio Living recruit people who demonstrate character, talent and a capacity to grow both professionally and personally.

Our Account Managers have extensive experience in channels including health food, pharmacy, organic and supermarkets and categories as diverse as cleaning, baby, beverages and food.



Everyday wellbeing

To become a wholesale customer please fill in the application form and email it directly to accounts@bioliving.com.au to be processed. Please allow up to 24 hours for this to be activated.

***First order will require payment prior to delivery.** (Credit card or direct deposit only)

Placing an order

Orders can be placed online with our **new B2B ordering system** (please make sure to select the option on application form to receive your log in details)– this allows you 24/7 access to current price lists, promotions and real time stock levels. Representatives are also available to assist with orders and product knowledge. Alternatively, you can email, fax or phone your order through.

Please ensure you get your order in by 11am for same day dispatch.

E: orders@bioliving.com.au F: 03 9357 7162

Delivery

Bio Living dispatch orders daily (Monday – Friday)

Delivery can take up to 2 working days. Customers from Tasmania, WA & regional areas please allow 3 – 7 working days for delivery.

(delays can occur due to extreme circumstances e.g. fires, floods, holiday periods & etc.)

Freight Policy

Our new minimum order of \$150 will still get prompt delivery with an additional freight charge of \$10-\$45 (incl. GST) dependent on delivery location.

Orders under \$150.00 will not be processed, however our team can assist with adding on to your minimum order.

Orders of \$250 or more will receive free delivery

(excluding: WA, TAS or NTH QLD – which carries an automatic \$15-\$45 charge depending on location).

Please note: freight charges are subject to change - customers will be notified.

Credit Policy

When a product is **damaged** or **if any discrepancy in general** claims must be advised **within 48 hours of delivery**. *If the damaged product is obvious at the time of delivery, this must not be signed off by customer, the customer must write a note on a delivery docket i.e. Damaged item(s) and notify our office within the specified time frame, otherwise we will not accept any damaged items for credit or replacement.

No replacement/credit will be given after this period.

Stock Returns – incorrect product delivered – items must be received in original packaging/condition.

Otherwise, we will not accept any damaged returned items for credit or replacement. (**Freight** –Bio living will bear the cost of shipment of replacing the damaged product, incorrect shipped products, missing or faulty goods)

Customers are not entitled to a credit if • Simply change of mind or no longer want the products • Realize they cannot afford the goods • Chose the wrong products • were responsible for causing the fault, or product damaged

How to arrange a credit: 1. Claims and disputes must be advised by the customer within the stated time period. 2. Please fax claims with proof to 03 9357 7162 or email to credits@bioliving.com.au.

The following should be included:

- o Customer/Store Name
- o Item number /description of product to be credited
- o Quantity of items to be credited & reason for return
- o Contact details for future follow-ups

I have read and understand the above terms & conditions (Please initial) _____



Everyday wellbeing

Bio Living International Pty Ltd

Head Office: 141 National Boulevard, Campbellfield. VIC 3061

PO Box 102, Somerton VIC 3062

ABN – 19 110 543 774 ACN – 110543 774

Ph: (03) 9357 7161 Fax: (03) 9357 7162

www.bioliving.com.au

Office Use Only

C/No _____

ACCOUNT APPLICATION FORM

Please Note: First order requires pre-payment

Please fill in the application form and email it directly to accounts@bioliving.com.au to be processed. Please allow up to 24 hours for this to be activated.

***First order will require payment prior to delivery.** (Credit card or direct deposit only)

What type of account do you require, please select

- Credit Account (30 day from invoice date trading terms - please complete all of application including guarantor signatures)
- Pre- Pay Account (please complete first 2 pages of application form)

Please Note: All first orders require pre-payment prior to delivery

Optional:

- B2B- Online Ordering (please see page 4 to set up)

Business Information

Applicant/Store Name _____

Trading Name: _____

Company Name: _____

ABN/ACN: _____

Address Information

Postal Address: _____

P/Code: _____ Phone: _____ Fax: _____

Delivery Address: _____

P/Code: _____ Phone: _____ Fax: _____

Mobile: _____ Email: _____



Everyday wellbeing

Proprietors/Directors Information

Name: Dr/Mr/Mrs /Ms Surname: _____ Given Name: _____

Residential Address: _____

P/Code: _____ Phone: _____ Fax: _____

D.O.B: _____

Name: Dr/Mr/Mrs /Ms Surname: _____ Given Name: _____

Residential Address: _____

P/Code: _____ Phone: _____ Fax: _____

D.O.B: _____

Contact Information: Please provide contact details for the following;

Sales Orders

Name: Dr/Mr/Mrs /Ms Surname: _____ Given Name: _____

Phone: _____ Mobile: _____ Fax: _____

Email: _____

Accounts Payable

Name: Dr/Mr/Mrs /Ms Surname: _____ Given Name: _____

Phone: _____ Mobile: _____ Fax: _____

Email: _____

To receive Discounts, Deals & Promotions EDM (Electronic Digital Marketing) YES NO

Please provide contact details for the following;

Name: Dr/Mr/Mrs /Ms Surname: _____ Given Name: _____

Phone: _____ Mobile: _____ Fax: _____

Email: _____

Previous Business Information

Date business commenced/take over date: _____

Do you own or lease these premises: _____

Other/previous businesses operated/operating? _____



Everyday wellbeing

Previous Business Information

Date business commenced/take over date: _____

Do you own or lease these premises: _____

Other/previous businesses operated/operating: _____

Trade References

Does anyone else give you credit? If so, please provide details:

Company: _____ Phone: _____

Company: _____ Phone: _____

Company: _____ Phone: _____

Company: _____ Phone: _____

Business Type, please tick appropriate field

- | | |
|---|--|
| <input type="checkbox"/> Supermarket | <input type="checkbox"/> Restaurant/Cafe |
| <input type="checkbox"/> Entertainment Centre | <input type="checkbox"/> Online Shop |
| <input type="checkbox"/> Health Food Store | <input type="checkbox"/> Gluten Free Shop/Celiac Store |
| <input type="checkbox"/> Pharmacy/Chemist | <input type="checkbox"/> Service Station |
| <input type="checkbox"/> Beauty Shop | <input type="checkbox"/> Newsagent |
| <input type="checkbox"/> Medical Practitioner | <input type="checkbox"/> Fruit and Veg Store |

B2B – Online Ordering – Account Set Up (optional)

This will allow you to place orders online, 24/7 access to current pricing, promotions and real-time stock levels.

Contact Name: _____ Contact Number: _____

Email Address: _____

***Please note this email address will be your log in username.**



Everyday wellbeing

Statement by Applicant(s) for Credit

Please read carefully before signing.

1. Access to Consumer Credit Information for a Commercial Credit Application (Section 18k(1)(b) Privacy Act 1988). As part of its normal credit procedures, I consent to BioLiving International Pty Ltd obtaining a credit report about me.
2. Personal information will be disclosed to a credit reporting agency (Section 29 of the Credit Reporting Code of Conduct) to obtain a consumer credit report for the purpose of assessing commercial credit application.
3. Exchanging information with other Credit Providers (Section 18N(1)(b) Privacy Act 1988) I agree to BioLiving International Pty Ltd obtaining personal information about me from other credit providers, whose names I may have provided to BioLiving Pty Ltd or that may be named in a credit report, for the purpose of assessing my application for commercial credit.
4. I have read and understand that BioLiving International Pty Ltd Payment terms are 30 Days Net from Invoice. Anything over terms will attract a daily interest rate of 2% over the current variable bank rate.
5. All orders over \$250 are delivered FREE to anywhere in Australia (excluding WA, TAS or NTH QLD which automatically carry a \$15 charge)
6. All goods remain the property of Bio Living International P/L until paid for in full. Any equipment supplied is on Loan ONLY and remains the property of Bio Living International P/L. Please honor your payment terms as late payments will incur a late payment fee.
7. If payment goes outside your payment terms, you may be passed onto our Debt Collection Agency and Lawyers to recover the debt. You will then be liable for all collection costs incurred by us.

Name: _____

Signature _____

Position: _____

Date _____

Directors/Sole Traders Guarantee (this page must be completed for Credit Account)

I/We: _____

of: _____ and: _____

of: _____

acknowledge that _____ Pty Limited

(hereinafter referred to as “the Company”) has requested a Credit Account from Bio Living International Pty Ltd ACN 110543 774 and Bio Living International Pty Ltd has agreed to supply goods and/or services from time to time to the Company and in consideration to Bio Living International Pty Ltd so doing I/We hereby guarantee jointly and severally to Bio Living International Pty Ltd the due and punctual performance by the company of its obligations to Bio Living International Pty Ltd and the due payment of all money and debts accruing to Bio Living International Pty Ltd by the company and indemnify Bio Living International Pty Ltd against any loss accruing in relation to the supply of goods/services under this account.



Everyday wellbeing

I/We agree that this Guarantee and Indemnity shall not in any way be affected by Bio Living International Pty Ltd granting time or other indulgence to the Company and that this Guarantee shall bind my/our personal representatives.

I/We agree that this Guarantee and Indemnity is a continuing Guarantee and Indemnity and , without limitation thereto this Guarantee and Indemnity shall not be discharged by any payment made to supply of goods and/or services by Bio Living International Pty Ltd to the Company which payment is or becomes void as against any one or more persons as a result of any statutory provision, including but not limited to, section 565 of the Corporations Act. I/We further agree that in the event that such payment is so voided. I/We and Bio Living International Pty Ltd shall have the same rights and liabilities which each respectively would have had if such payment had not been made.

SIGNED SEALED AND DELIVERED)
by the first Guarantor)
in the presence of:)

.....
Signature

.....
Witness's Signature

.....
Name (please print in full)

.....
Name (please print in full)

SIGNED SEALED AND DELIVERED)
by the second Guarantor)
in the presence of:)

.....
Signature

.....
Witness's Signature

.....
Name (please print in full)

.....
Name (please print in full)

Bio Living International Bank Details
Bank: Westpac
Account name: Bio Living International Pty Ltd
BSB 033 122 Account Number: 161 145