
WHOLESALE, TRADE & DROP SHIPPING TERMS & CONDITIONS

When applying for an account with My Hygge Home, you must specify if you are a wholesale, trade or drop shipping customer. If approved, you will be provided a login via the wholesale login portal at www.myhyggehome.com.au/wholesale where you can place items in your shopping cart. Your discount percentage will be applied based on your status as a wholesale, trade or drop shipping customer.

ENQUIRIES:

Please contact Jocelyn on 0427246499 or via email shop@myhyggehome.com.au. PO Box 1569 YOUNG, NSW 2594.

MINIMUM ORDER:

My Hygge Home does not currently have a set minimum order, however wholesale orders received and paid upfront over \$350 in one order qualify for free shipping in all Australian states except NT and WA. Wholesale orders received and paid upfront from WA and NT over \$500 in one order qualify for free shipping.

PAYMENT

My Hygge Home orders require upfront payment; we are not able to offer accounts or consignments. Shipping will then be calculated based on the weight of the items in your cart and your location. Your total order (gst incl) will be provided. You will then be prompted to choose a secure payment gateway, either PayPal or direct deposit. In order to secure the stock ordered, payment is to be processed to My Hygge Home within 48 hours or the order will be void. Upon successful payment your order will be shipped within 1-3 days. An invoice and order details will be sent to you via email. Drop shippers please note – enter the email address where you wish to receive order notifications and invoices.

PRE-ORDER

At times My Hygge Home lists some products for pre-order. This opportunity is for customers to avoid missing out on goods in high demand. My Hygge Home will only list goods for pre-order that has passed strict quality control inspections, has been released from the manufacturer and is in transit to My Hygge Home. We will indicate the anticipated dispatch timeframe on the My Hygge Home website product listing. Whilst every effort is made to fulfil our pre-order commitments, occasionally there are delays beyond our control. We will liaise with you if there is a change to the schedule indicated. If a pre-order cannot be fulfilled due to unforeseen circumstances, a refund will be processed.

STOCKISTS & EXCLUSIVITY

Stockist exclusivity is not guaranteed and is at the discretion of My Hygge Home. This is based on geographical location, volume of orders received, payment integrity and the regularity of orders. If exclusivity is negotiated with My Hygge Home, a monthly minimum spend of \$350 is required. This condition is subject to change and My Hygge Home has the right to cancel exclusivity arrangements at any time. If your store is granted a wholesale account login with My Hygge Home, order inactivity beyond 4 weeks at any time may result in account and wholesale login expiration. Re-registration is then required.

PRICES

Prices shown on our wholesale website are exclusive of GST. My Hygge Home reserve the right to alter these prices at any time. The recommended retail prices are outlined on the wholesale pricelist provided to you when your wholesale account is approved.

COPYRIGHT AND IMAGES

Our website is owned by My Hygge Home (ABN: 57 715 813 481). All images and website contents are subject to copyright. If you would like to use any of our images for promotional purposes please ask permission first, a simple email is appreciated. Use of the image/s are only permitted if you are currently stocking pictured products.

SALES OUTLETS/ WEBSITE AND ONLINE SALES/RESELLERS

You are only authorised to sell through the retail store that you list on your initial wholesale application to My Hygge Home at the address given. Secondary stores must receive additional approval. Website and online sales must have prior approval from My Hygge Home. My Hygge Home does not allow its products to be sold at online auction sites or through markets by resellers without written permission. My Hygge Home has the right to sell products to approved online stores, resellers and dropship websites if desired.

RETURNS

We pride ourselves on providing our valued customers with high quality products. Great attention to detail is taken to ensure our products leave us in perfect condition. If there are faulty or damaged goods in your delivery, My Hygge Home will credit or refund these goods if notified in writing with attached images of faults within 14 days of purchase. For these returns please contact shop@myhyggehome.com.au. All other returns are at the sole discretion of the Director at My Hygge Home. Please ensure you obtain a postage receipt and tracking number for your return. My Hygge Home cannot be held responsible for returned goods without tracking and receipt of postage. Returns can be posted to: My Hygge Home, PO Box 1569, YOUNG NSW 2594.

PRIVACY POLICY

Any personal information that you provide to My Hygge Home including your name, address, telephone number and email address will be treated confidentially and will not be released, sold or rented to any entities or individuals outside of My Hygge Home. We do not collect or record any credit card details you may provide when purchasing products from the My Hygge Home website. If you have any concerns or enquiries regarding the privacy of your data please contact us at shop@myhyggehome.com.au or write to My Hygge Home, PO Box 1569 YOUNG NSW 2594.