



International Sales - "Terms and Conditions"



1. If you have questions or specification requirements from customs or quarantine regarding the specifications of our products The Trade Republic will assist with the export paperwork.
2. The Trade Republic 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.
3. The Trade Republic will complete all paperwork that would be reasonably expected for a manufacturer to complete for international shipping.
4. The Trade Republic will provide standard COA, SDS and specifications documents. If you require a COA, SDS or specifications for your country or territory that is outside our standard documents. The Trade Republic 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 the tests being started.
5. All paperwork needs to be requested at the time of order. I.e. any shipping, SDS, COA, BOL etc. must all be listed either on the purchase order or sent in a separate email. The Trade Republic will not be responsible for any shipping or customs clearance delays if all documents are not requested at the time of order. Some documents might not be available if you do not request them in advance. As the documents then become available The Trade Republic will send them either directly to the client or the shipping company.
6. If any item is rejected by customs, it is not The Trade Republic's responsibility unless the product is out of specification in the documents provided by The Trade Republic at the time of ordering.
7. It is the customer's responsibility to ensure all The Trade Republic products meet the specifications for the country they are being imported/exported to prior to shipping.
8. Please ensure you ask for copies of the current specifications for each product you intend to export/import.
9. If you (the client) do not ask for the specifications prior to shipping, The Trade Republic will not be held accountable for any non-conformance issues at the receiver's end.
10. All returns are at The Trade Republic's discretion and The Trade Republic will only authorise a return if a product does not meet the specifications in the documents provided by us. If you do not ask for the specification documents no return will be provided.

The Trade Republic Pty Ltd ABN: 21 614 386 94

Contact: info@thetraderpublic.com.au

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Queensland 4212, Australia

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11. If The Trade Republic 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 restocking fee.
12. If the products arrive at our factory damaged, no matter who damaged the goods or at what point during the shipping they were damaged item 11 still applies.
13. If a return is rejected by The Trade Republic, it is the customer's responsibility to collect all goods within seven days or The Trade Republic will dispose of the goods at the client's expense unless prior arrangements are made. Any storage costs will be passed on.
14. If there are extreme circumstances and The Trade Republic authorises a courtesy return. I.E. The Trade Republic authorises a return when it is no fault of The Trade Republic 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 item 11 still applies.
15. All legal documentation, accreditations, local standards, certifications, solicitor's and notary's fees that might be required for each country are the responsibility of the purchaser (the client). The Trade Republic is happy to assist with this and provide quotes but all costs must be pre-paid prior to The Trade Republic engaging on your behalf.
16. For My Natural Being bottled product, the MOQ of 3108 x 250ml bottles must be met for each order placed (Per SKU or item). One pallet holds 3108 x 250ml bottles. You can load 10 pallets into a 20ft container and 20 pallets into a 40ft container.
17. The lead time is a minimum of two to four weeks per order unless otherwise stated
18. Completed orders are shipped as soon as they are ready. The Trade Republic will not store orders, if we need to store stock there will be a weekly storage fee.
19. Payment terms (unless prior arrangement is made) for all products are 60% upon order placement and 40% prior to shipping.

Kind Regards



The Team at "The Trade Republic"

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