

**Wholesale Orders:** All Goods will be dispatched as soon as reasonably possible after receipt of an order.

**Wholesale Processing:** Domestic Shipping (Within Australia) - Most items are dispatched from our warehouse within 24 - 48 hours.

**Wholesale Dispatches:** Monday to Friday excluding Public Holidays. Domestic delivery within Mainland Australia is conducted by one of our nominated courier services.

**Wholesale Deliveries** of products will only be made to physical addresses and not PO Boxes or Postal Lockers. Wholesale Deliveries need to be delivered to a business premises.

We use a variety of Courier companies.

Major Cities 1-3 Days.

Other 3-5 Days

Remote: 7-10 Days

Please notify us if your business is closed during normal business hours. Couriers can take up to 2 weeks to deliver if they have trouble with the first attempt.

Larger orders with multiple packages may get split during transit. Please allow a few more days for the rest. Box numbers are clearly labelled on each box. With the total number of boxes and the number of the individual box.

Any time quoted for delivery is only an estimate and we cannot be held liable for any delay in delivery, arising from circumstances beyond our control.

**Wholesale Payment:** We prefer all invoices to be paid by Direct Deposit into our bank account. Wholesale orders cannot be paid by Credit Card.

Please quote invoice number first. (Then other info. if required). Many clinics have similar names so the invoice number is needed to ensure correct payment.