



## Bilby Publishing & Consulting Pty. Ltd.

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### Wholesaler Terms Trade

As at 1 January 2009 (subject to change)

Bilby Publishing & Consulting Pty Ltd is committed to providing our customers with the best price possible, to ensure that our products are attainable to ALL those who want them. As a result we are also committed to making our products available to even the smallest Resource centres on a wholesale basis. All wholesalers receive a minimum 30% discount on ALL products. Higher discounts are available on many of our products. Please refer to the Wholesale price list for more information.

#### How does the Wholesaler Account work?

- **Setting up an account is easy**  
Contact us to arrange this, and you can instantly begin ordering on 30 day account and login to the secure wholesalers section of the website. We simply need your :  
Company/Organisation/Group name/Trading name; Contact person within your org.; Postal and Actual address; Ph/TTY, Fax, Email and Website details (as appropriate); and a Password, for login in to the website.
- **Placing An Order**  
Bilby Publishing accepts orders; through our secure "Wholesaler Section" online; or via email, fax or post.
- **Dispatch and Delivery**  
Orders are dispatched within 2 working days of receipt, with an invoice for each box, attached as the address slip in a plastic window. All packages are sent via registered Australia post, or courier for large orders.
- **Postage and Packing**  
A flat rate of \$10 applies per order under \$250, otherwise FREE.
- **Invoice and Payment Terms**  
All invoices are payable within 30 days by chq/money order, credit card, or direct transfer.
- **Backorders**  
The Bilby Publishing and Distribution house holds large numbers of stock on hand, so that orders can be shipped out immediately! Unfortunately, from time to time, items experience sudden influxes in popularity and we may not be able to dispatch that item immediately. These items will be marked as "on Back Order" on your invoice and be shipped, Postage and Packing Free, ASAP. Usually within 2 weeks.
- **Returns and Refunds**  
Bilby Publishing understands that it can be extremely difficult to predict your customers, buying trends. From time to time products your purchase may not sell. If after 6 months you have not sold, or damaged, any product, you can return it to Bilby Publishing, with a short letter of explanation, for a full refund.

#### Further questions

If you require further information please contact accounts on 1800 245 297, or email me direct.

We hope to hear from you soon,

**Managing Director**  
Email: lee@bilby.net