



**PO Box 37263
Stokes Valley
LOWER HUTT
6340**

Telephone: +64 4 934 0559
Fax: +64 4 934 0557
Mobile: +64 4 27 222 2100
Email: info@kiwiherbs.com
Website: www.kiwiherbs.com

International Terms of Trade

- Kiwi Herbs Ltd is a wholesale supplier of semi-processed and manufactured herbal materials for international markets.

Payment

- Payment is required in advance for all orders received unless otherwise mutually agreed.
- Payment can be made by most major credit cards.
- Refer to the 'Ordering' paragraph for a choice of payment options.
- In the event of payment being declined by your card issuer, Kiwi Herbs Ltd shall not be responsible for any costs or inconvenience caused by a subsequent delay in dispatch.
- Accounts may be established with regular customers on request.

Prices

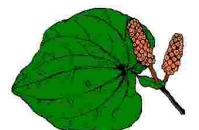
- Post and packaging for small sample orders of 100 grams or 100ml which includes, product information, order processing, and postage is deemed a minimum order.
- All prices are ex Kiwi Herbs Ltd and DO NOT INCLUDE G.S.T. Prices are based on a unit, and quantity discounts are included if applicable, dependant upon quantity ordered of any one product or material.
- We reserve the right to adjust prices without notice.
- All prices are in New Zealand Dollars.

Minimum Order

- A minimum order is required of NZD\$200.00.

Information provided

- Product/material information is provided with all purchases.
- Dispatch time, date, freight/postal company details, tracking number and estimated time of arrival will be available/notified to customers on request.
- Delivery time information is estimated at the time from the freight company employee.
- Complete and submit our Health Assessment Form for all tailored products and materials.
- Complete and submit our order form.





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Availability

- If there is a delay in supplying your order we will e-mail you with expected supply dates.
- If an order is dependent on seasonal availability, a delay may be 6 months or more.

Privacy

- When an order is received we will retain your information for our records only. This information will be available only to our staff.

Packing, Freight & Postage charges

- Cartons, packaging and delivery costs are charged at 'cost' price.
- Orders are sent using a tracked delivery system.
- Delivery is predominately by international airmail.

Ordering

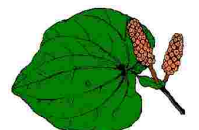
- Mail order with cheque or money order to: Kiwi Herbs Ltd
- Telephone order with credit card details: Phone +64 4 934 0559
- Fax order with credit card details: Fax no +64 4 934 0557
- E-mail order with credit card details: Info@kiwiherbs.com
- Internet banking is also available

Claims

- Any claims for errors or unsatisfactory product must be made within 7 days of receipt. Claims for losses or damage in transit must be made directly to the transport agency concerned.

Cancellation of order and return of goods

- All customers have the right to cancel their orders placed through our website within seven (7) working days (NZ time) of their payment of goods, or up until the goods have been dispatched.
- Any returned items will be credited to your account, less the processing, and delivery charges at 'cost'.
- Customers are responsible for the costs of returning the goods to Kiwi Herbs Ltd.





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- Kiwi Herbs Ltd will refund, replace, or credit returned goods if they are returned to us in their original, unopened, and in resalable condition.
- All returns must be returned with a completed 'Returns Form' submitted/printed off from our website.
- All goods are returned with evidence of their payment (receipt).

Sending an order as a gift

- To send an order as a gift, supply a separate recipient name and delivery address.

Taxation on orders delivered outside New Zealand

- Recipients of orders sent to destinations outside of New Zealand are responsible for any local taxes that are due on the goods.
- GST, VAT, Goods and Services Taxes are not charged on orders until after the delivery country has been specified, and only if taxes are applicable between countries.

Border Control and Biosecurity

- Kiwi Herbs Ltd does not accept responsibility for non-delivery of orders, when delivered to an address outside New Zealand.
- We cannot accept responsibility for the actions of your countries border control, and we will not replace or refund period.
- Documentation being 'material safety data sheet' or 'certificate of analysis' if already available will be supplied, or a company letter describing the materials, latin names and purpose of use
- A phytosanitary certificate is an additional cost over and above other costs.
- You can check with your border control organization, that your order will not be confiscated.

Insurance

- We do not provide product material loss and liability insurance cover.
- Our insurance brokers will insure anything worldwide at your cost.

Legal

- These terms of trade are governed by the laws of New Zealand.
- Any disputes shall be resolved by the New Zealand courts.

