



**CAKE CRAFT**

# WHOLESALE ACCOUNT - TERMS & CONDITIONS

To qualify for a Wholesale Account with Cake Craft Australia, you must be a recognised reseller or distributor with either an online or physical Cake Decorating Equipment & Supplies store. Wholesale accounts are not available for bakeries, cake stores, or home decorators, as this would jeopardise our relationship with our authorised resellers. However, you may be eligible for a Trade Account instead.

## Wholesale Account Requirements

- \$500 minimum order spend.
- \$5,000 minimum annual spend to retain wholesale account status.
- If no order is placed within the first 3 months of account approval, the account will be cancelled.
- After 3 months of consistent ordering, accounts will be reviewed for suitability to become an official Cake Craft Stockist (eligible for listing on our website).
- Accounts will be closed if no orders are placed within a 6-month period (including removal from the stockist directory on our website).

## Ordering & Payments

- Wholesale orders will now be submitted online without payment at checkout.
- Once your order is received, we will issue a tax invoice.
- Orders will be picked and dispatched promptly.
- Payment is required within 14 days from the invoice date.
- Orders must be paid in full (freight charges calculated at checkout).
- AMEX payments are not accepted (surcharges may apply if attempted).
- Once an order has been placed, additional items cannot be added.
- Refunds for out-of-stock items will be processed within 48 business hours.

## Returns & Claims

- Any issues, missing items, or faulty products must be reported to [info@cakecraftaustralia.com.au](mailto:info@cakecraftaustralia.com.au) within 14 days of receiving your order.
- Returns are not accepted for food items unless they are damaged or faulty.
- Non-food items may be returned within 14 days of the invoice date (return shipping at the customer's expense), unless the items are faulty or damaged.

We thank you for partnering with Cake Craft Australia and look forward to supporting your business with quality products and service.

Kind Regards,

The Cake Craft Team

☎ 0423 866 361

✉ [info@cakecraftaustralia.com.au](mailto:info@cakecraftaustralia.com.au)