



Retailer Terms, Conditions & Shipping Policy

Thank you for partnering with Hafla Gourmet.

By signing up as a retailer and placing orders with us, you agree to the following Terms and Conditions and Shipping Policy.

1. Who We Are

Hafla Gourmet is based in New South Wales, Australia. We supply gourmet dips and spreads to selected retail partners and are committed to excellent products and service.

2. Retailer Eligibility

To become a retailer, you must have an active ABN and a registered food business in Australia. We reserve the right to approve or decline retail applications at our discretion.

3. Ordering and Dispatch

Orders are processed according to our weekly production schedule: Friday to Wednesday.

Dispatch is on Wednesday, and deliveries typically arrive Thursday or Friday.

Orders can be made online (or manually until all retailers are migrated to the online system).

Please refer to your welcome email for detailed logistics and ordering instructions.

4. Minimum Order Quantities

Minimum Order Quantities (MOQ's) are \$300 or as negotiated and agreed upon by both parties.

5. Shipping and Delivery

We ship only within New South Wales and Queensland using trusted chilled goods couriers and further afield for our shelf stable products.

We cannot deliver to PO boxes or parcel lockers.

Someone must be available at the delivery address to accept the order and refrigerate the items promptly.

Delivery usually takes 1–2 days. Delays due to weather, holidays or transport disruptions may occur.

6. Special Delivery Instructions

During checkout online, you can include any special delivery instructions. We will do our best to accommodate them but cannot guarantee all requests.

7. Product Handling

You agree to:

- Refrigerate all Hafla refrigerated products immediately upon delivery.
- Display and sell the products in accordance with local food safety regulations.
- Monitor use-by dates and rotate stock accordingly.



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8. Payment Terms

- Payment terms are outlined in your retailer agreement or invoice. We reserve the right to withhold delivery if payment terms are not met.
- Payment terms are 14 days from date of invoice.
- Other term agreements could be possible on negotiation and need to be formally signed.
- In the event of unpaid invoices and should Hafla Gourmet need to engage with a debt collection agency, all expenses of this engagement including court costs will be add to the outstanding invoice/invoices amount to be paid by you.

9. Returns and Issues

If there's an issue with your order, please contact us immediately at alon@hafla.com.au. We'll work with you to resolve the problem quickly. Refunds or replacements are at our discretion.

10. Marketing

To help us grow the Hafla brand and support your sales, we ask our retail partners to meet the following marketing and presentation expectations:

a. In-Store Display

- Hafla products must be stored and displayed in a clean, visible areas.
- Where possible, please use any point-of-sale materials provided by us (e.g. shelf talkers, signage, tasting cards).

b. Online Representation

- If listing Hafla products online (e.g. on your store's website or social media), you must use our approved product names, photos, and descriptions.
- Please do not create your own packaging, branding, or imagery that could confuse customers or misrepresent the Hafla brand.

c. Brand Integrity

- Our logo, label designs, and content must not be altered in any way.
- Any co-branded promotions or content featuring Hafla must be approved by us in writing.

d. Promotions & Tastings

- We encourage participation in seasonal promotions, tastings, and launch campaigns.
- If hosting tastings, samples must be handled safely and include clear Hafla branding.

e. New Product Launches

- New Hafla products should be featured prominently for at least two weeks following launch (where shelf space allows).
- We'll provide promotional support materials to help.



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11. Marketing Support & Incentives

We love working with stockists who are excited about sharing Hafla with their community. To support your efforts and celebrate your commitment, we offer the following marketing perks:

a. Tasting Events & In-Store Support

- Where possible, a member of the Hafla team may visit your store to run tastings and connect directly with your customers.
- These in-store events help drive engagement, increase sales, and build local buzz around the brand.

b. Promotional Support

- We can provide tasting kits, promotional materials, digital assets, and seasonal signage to help you run your own in-store promotions or sampling sessions.
- Retailers who host tastings or actively promote Hafla products may be featured on our social media, newsletter, or website.

c. Launch Bonuses

- Retailers who support new product launches with featured displays or social promotion may receive priority access to new products, complimentary samples, or limited-edition POS materials.

d. Co-Marketing Opportunities

- We love to collaborate! If you're running an event, workshop, or foodie gathering, reach out — we may be able to partner with you on co-branded experiences, shared social media coverage, or product supply.

12. Limitation of Liability

We're not responsible for delays outside our control, such as courier issues or weather events. We're also not liable for any loss of income, profit, or business caused by delivery issues.

13. Intellectual Property

All Hafla branding, recipes, packaging, and promotional materials remain the property of Hafla Gourmet. You may not reproduce, alter, or misuse our materials without written permission.

14. Changes to Terms

We may update these Terms at any time. We'll notify you of significant changes. Continued ordering or use of the retailer portal means you accept the new terms.

15. Governing Law

These Terms are governed by the laws of New South Wales, Australia. Any disputes will be handled in NSW courts.

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