**Coco Press Terms & Ordering information.** **Website Link:** cocopressdesign.com

Welcome to Coco Press Wholesale, I trust this is the beginning of a beautiful friendship. Remember you can contact me anytime at [emma@cocopressdesign.com](mailto:emma@cocopressdesign.com) or +61(0)414897533.

**Step 1.**

Get a cup of tea or coffee and find a comfy spot to browse the Coco Press Catalogue (or check out my Etsy shop <http://www.etsy.com/shop/CocoPress> )

**Step 2.**

Spend as much time as you like perusing my catalogue and choosing the right beautiful, original letterpress stationery for you.

**Step 3.**

Time to order, fill out my basic order form and email said form back to me. I will be in contact within 48hours with confirmation of your order and approximate delivery times.

**Step 4.**

Get excited like a kid at Christmas time while you wait for your order to arrive!

**Terms & Conditions (Important stuff):**

**Minimum order value**:

* Minimum opening order value of $80.00 plus postage ($8-15 within Australia) is required; orders thereafter are $50.00 plus postage.

**Lead Time:**

* I keep stock on hand and ready for sale, in most cases I can fill an order immediately. If an item is out of stock lead time will be 5-10 business days.

**Deliveries**:

* Please check order form to ensure products you order are in stock (out of stock products will be listed as ‘out of stock’). If you wish to order an out of stock item, don’t worry I can help, send me an email and I will let you know how long it will take for me to fill your order, easy!
* Postage will be calculated on an order by order basis, depending on weight and will be sent registered post unless you would prefer otherwise.
* All stationery is sized to fit into an A4 postage package and will arrive professionally packaged with a stiff card backing, in a clear plastic sleeve and wrapped in bubble wrap for extra protection.

**Payments**:

* All payments are to be made by direct deposit to me, Emmaline Lamond BSB 733 393 A/C 552 524 with your retail name as reference and cleared prior to despatch. I can also invoice via Paypal.

**Cancelled/Unpaid orders**:

* Any customer payment request for orders that remain unpaid in excess of 20 days will be unpacked and the order cancelled.

**Returns:**

While I do not offer refunds on unsold products, I am happy to exchange unsold/undamaged product within 30 days of purchase for new stock.

**Please note**:

* All Coco Press stationery is hand printed on a 120 year old press some irregularities in the prints may occur, I prefer to look at this as a beauty mark, making each card and print truly unique. Please contact me if you have a colour request in mind for your order and I will do my best to accommodate. (please note this may create additional production time and possible delay of order).
* If you have any questions, requests, great feedback or just a great recipe for flourless chocolate cake please don’t hesitate to contact me.

Regards

Emmaline Lamond

Coco Press