

# **WOLF&RITA**

## **SALES CONDITIONS**

### **Order Conditions**

Minimum order | ONLINE shop - 1500€

Minimum order | BRICK AND MORTAR shop - 1000€

Shipping costs are not included.

After all orders are finalised, some references may be cancelled due to minimum production requirements. You will be informed of this in due time as you may want to adjust your initial order.

### **Order Deadline**

The order deadline for Fall/Winter collections is the end of February and deliveries are from mid June to mid August.

To order Spring/Summer collections the deadline is mid August and deliveries start in January until the end of February.

### **Payment Policy**

Once you have placed an order you will receive our confirmation email. Upon your reply, we will send you a deposit invoice with the total amount of your order and 30% of this amount needs to be paid within 2 weeks. When payment reaches our bank account we will send you a new confirmation email and consider the order fully reserved. The remaining 70% should be paid before delivery.

## **Payment options**

- Bank transfer (bank charges are the customers' responsibility)
- Paypal
- Credit Card

In the event of late payment WOLF&RITA is entitled to:

- Cancel the order and/or suspend deliveries. Payment is insured by a credit insurance company.
- If deposit wasn't paid but production was agreed, WOLF&RITA reserves the right to make items from your order available at our online shop, 3 months after launch
- If deposit was paid but remaining amount is overdue 3 months after launch, WOLF&RITA reserves the right to make items from your order available at our online shop.
- In the event of specific payment terms having been agreed, if those terms are not met, WOLF&RITA reserves the right to make items from your order available at our online shop.

## **Cancellation Policy**

Final acceptance of the order is communicated by WOLF&RITA.

WOLF&RITA reserves the right to charge a cancellation fee of 30% in case orders already fully paid are cancelled after production has started.

WOLF&RITA reserves the right to not return the deposit fee in case orders are cancelled after production has started.

## **Shipping Policy**

We can ship worldwide using our courier with shipping charges added to your invoice.

If you prefer to work with your own courier, please let us know in advance. We have no responsibility for any delays in shipping, including local delivery errors or international customs issues.

## **Tax and International Shipping**

The receiver will be responsible for all taxes and customs duties. Overseas deliveries are subject to local import duties and taxes, which are payable by the receiver upon receipt. There might be delays associated.

USA deliveries are an exception: we work with landed prices so transport, import duties and taxes are handled by WOLF&RITA.

UK deliveries also work differently: we work with landed prices so transport and taxes are handled by WOLF&RITA.

## **Returns Policy**

Any damage caused by transport must be declared within 48 hours after delivery. Transport damages must be photographed and the courier informed at the time of delivery.

In case of an inaccurate delivery (i.e. delivery of wrong items, wrong sizes, wrong quantities) WOLF&RITA requires you to inform us within 15 days after the shipment's arrival.

Defective and faulty items: we will accept complaints and returns of faulty items made within 1 month after delivery. All returns must be authorised by WOLF&RITA.

Please send us an email to [info@wolfandrita.com](mailto:info@wolfandrita.com) detailing the reasons for returning the item(s) and mentioning which item to be exchanged for.

Returns will only be accepted if the original labels are still attached and the original packaging is fully intact. WOLF&RITA cannot accept returns where labels have been removed.

Please note that you are responsible for the returned product(s) until it reaches us.

Exchanges are subject to availability.

Upon reception of the item(s) returned, the new item(s) will be dispatched immediately.

Exchanges and returns should be sent to:

WOLF & RITA  
INDÚSTRIAS DE CONFECÇÕES MEFRI LDA Rua João Paulo II, 213  
Mesão Frio  
4810-229 Guimarães Portugal

## **Price and Sales Policy**

WOLF&RITA informs all retailers of its recommended retail price in EUROS €, US DOLLARS \$, JAPANESE YEN ¥, BRITISH POUNDS £ and CHINESE YUAN ¥. All retailers must follow the prices given under the risk of WOLF&RITA cancelling future orders.

Our standard mark-up is 2.5, accessories have a 2.2 mark-up.

WOLF&RITA's representatives/distributors in Japan and China should be contacted regarding mark-up in those territories.

All retailers who may also have online stores in different countries should sell WOLF&RITA products at the matching price recommended by WOLF&RITA.

In no circumstance should a retailer sell to other retailers.

WOLF&RITA products are only to be sold at authorised retailers.

WOLF&RITA asks that our products are never sold with discounts higher than 50%.

WOLF&RITA does not wish to be included in sales events such as private sales, flash sales, and such, except for the Black Friday Event.

For Fall/ Winter collections WOLF&RITA strictly prohibits any discounts or sales events before mid-December, except for the Black Friday Event.

For Spring/ Summer collections WOLF&RITA strictly prohibits any discounts or sales events before mid-June, except for International Children's Day weekend.

## **Privacy Policy**

WOLF&RITA does not share or sell any customer information. All information provided to WOLF&RITA will be handled with responsibility and will not be used to any other purposes than supplying the best service possible.

WOLF&RITA commits not to share any personal information with a third party without prior consent.

No public display of the collection is authorised before the beginning of the selling season.

All rights, including copyright of the brand, website or any other material are owned by WOLF&RITA. Any copy or use of the brand, website or its contents, by copying or storing, part or the whole, other than for personal non-commercial use is not authorised without the permission of WOLF&RITA.

## **PLEASE READ**

WOLF&RITA strongly disagrees with early sales and other reduced-price selling strategies. Although we understand that every company has its own sales and marketing strategies, we as a brand have a strict sales policy at the core of our brand's ethics and philosophy.

When one of our retailers makes early sales, it affects all our other retailers, even if just because online shopping is now a global practice and soon costumers start searching and, in our opinion, get used to, buying only at reduced prices. This affects everybody and creates a trade market where clients expect to buy only at reduced prices.

At WOLF&RITA we make a big effort to produce locally, ethically and to respect everyone involved in the production chain. Our standard price reflects this effort to keep a high work ethics and contributes to create a fair market for everyone, not only retailers, but also other brands and in the end, our customers.

We strongly believe that discounts should only happen in the sales period. Early discounts will affect especially all the smaller retailers who are unable to sell their stock at standard price, forcing them to also reduce their prices, damaging everyone's business in this and in future seasons.

We ask every retailer to comply with our sales strategy. We should unite and act together to boost sales, not the opposite. It is not enough trying to look good by selling organic, ethically manufactured or Oeko-Tex certified products and neglecting the production chain from the cotton plant picker to the shop owner. If we only focus on getting rid of the stock at any cost, i.e. at low prices, then we are showing disrespect for the product and for everyone involved in its production.

We must respect and value the product. We must work together to educate the consumers. We must make a difference. Buy less but buy well.

Please help us make a better world.