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"Internet Online Policy for Retailing HGBaus Product over the Internet"

The proliferation of Online (internet ) Retailing has presented a whole set of challenges for Consumers and Brand Credibility and Management. Some online retailing has resulted in a lack of transparency for the consumer, poorer sales and after sales service, lack of warranty compliance and general non-compliance with our Company and our Brands Code of Ethics and our obligations to the Consumer

With this in mind we have issued our policy to determine where and who may offer our Branded products Online

- Dealers must only sell through websites that share the Dealers Registered Business Name as it appears on the standard Account Application form approved by HGB. If the Dealer wishes to set up a web presence using a different business name to that which was applied for, then a new application must be completed and **Approved by HGB** before any HGB product can be placed on that site and offered for sale. This includes all internet "Market Places" and any other third party owned internet distribution platforms.
- Products offered on the internet **must display** all essential characteristics, features and benefits truthfully and accurately.
- Search and display by grouping of our brands must be a function of the Dealer's website
- Only HGB product that can be delivered by the Dealer within a reasonable time frame can be offered for sale. Stock management is the sole responsibility of the Dealer and offering product that is not available to be delivered to the consumer is not allowed.
- Where arrangements are in-place for the shipment direct to customer on behalf of the Dealer, it is the Dealer's responsibility to check adequate inventory is available at HGB before accepting the sale.
- Online Retailers must provide consumers with a full range of contact options that must be clearly published on your website: Name of Business, street address, Phone number and Email address  
As part of this service phone support **must be available** Monday to Friday between 9am and 5pm
- Any warranty issues that are resolved by HGB directly with the consumer on behalf of the Dealer as a result of poor service, the customer being directed to HGB by the Dealer or lack of action by the Dealer will result in the Dealer being charged all fees and services provided to the consumer by HGB, including but not limited to Freight, Labour and the Wholesale value of the replacement goods.

Signature: \_\_\_\_\_

Home Grown Brands Australia Pty Ltd

