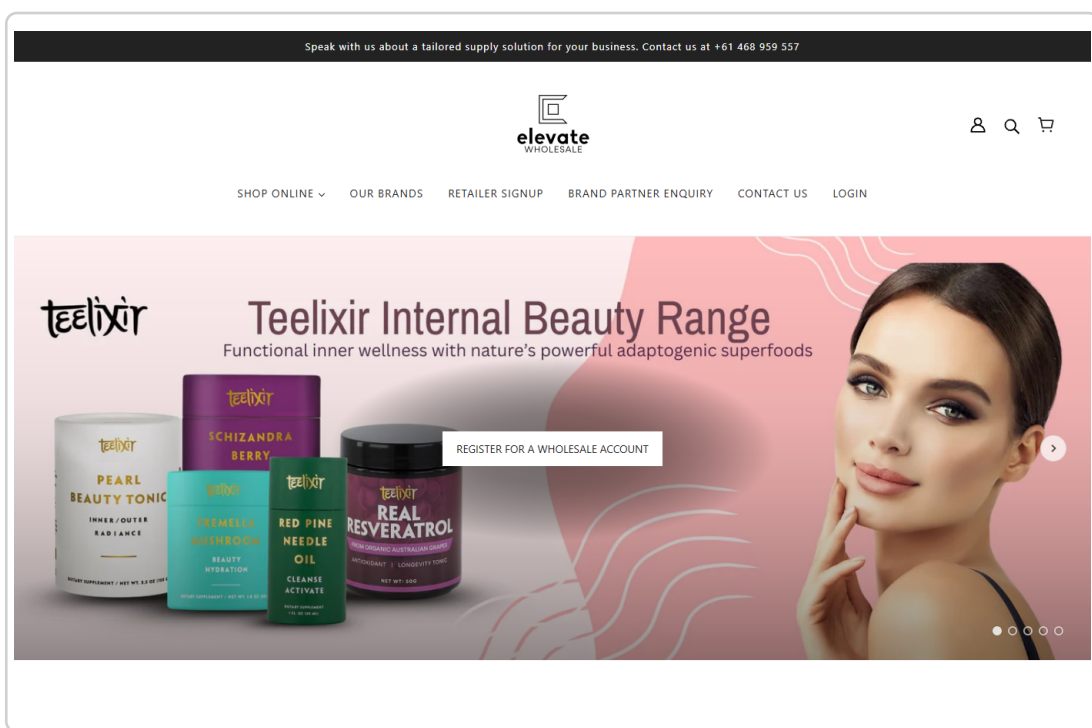


Wholesale Ordering Guide

Everything you need to know about browsing, ordering, and understanding product availability on our website.



The Elevate Wholesale homepage at elevatewholesale.com.au

Website	elevatewholesale.com.au	Phone	+61 468 959 557
Email	sales@elevatewholesale.com.au	Addresses	1/1 Capital Place, Carrum Downs VIC 3201



What's Inside This Guide

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Product Availability Statuses

In Stock, Backorder, Custom Order & Sold Out

6

Placing an Order

Step-by-step from cart to checkout

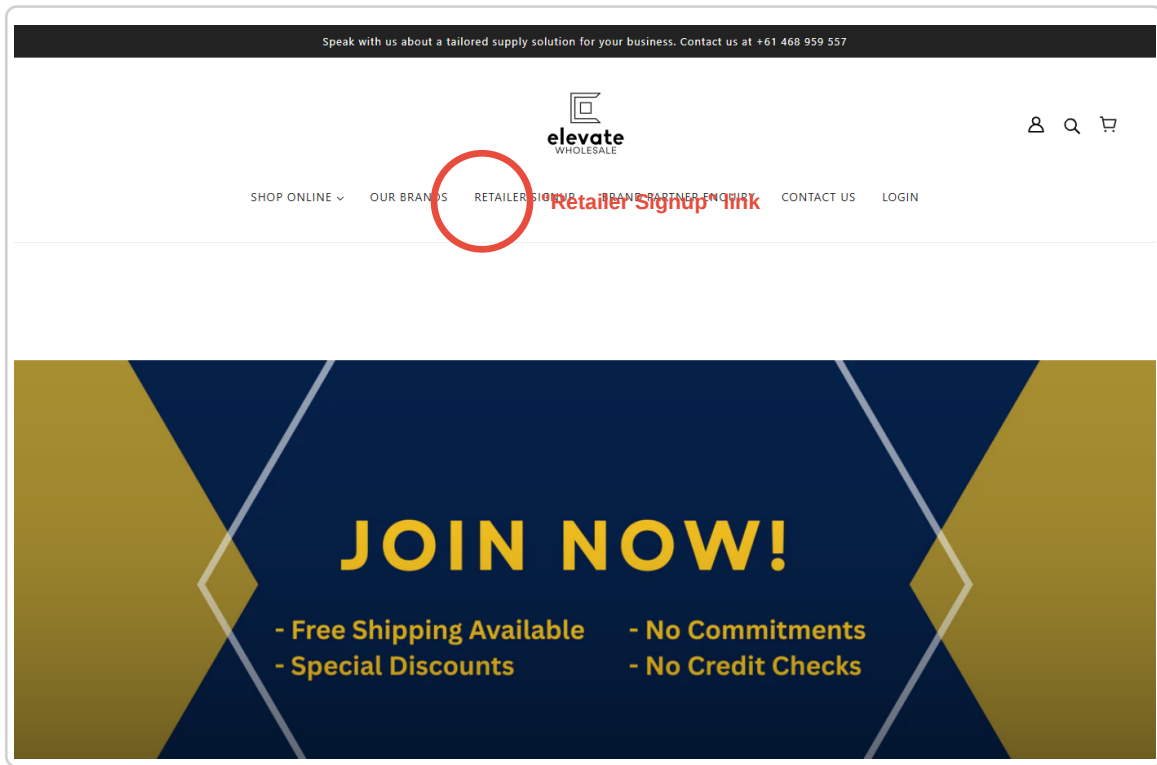
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Need Help?

How to reach our team

1 Getting Started

To access wholesale pricing, you'll first need to register for an account. Visit the website and click **"Retailer Signup"** in the navigation menu.



Click "Retailer Signup" to begin your application

1

Choose Account Type

Select **Prepay** (pay with each order) or **Credit** (apply for 30-day terms).

2

Fill In Your Details

Enter your company name, ABN, business type, website/social page, and delivery address.

3

Submit & Await Approval

Our team will review your application. You'll receive a confirmation email with login details.

elevate

ACCOUNT SET UP

*Required information

What type of wholesale account would you like to setup?

☐ Prepay

☐ Credit

Company Details

Legal Entity

Type of Company

☐ Private Company

☐ Public Company

☐ Partnership

☐ Sole Trader

☐ Other

ABN

ABN

Type of Business

Website URL / Social Page

www.elevatewholesale.com.au

Delivery Address

Street Address

1/1 Capital Place

City

Postcode

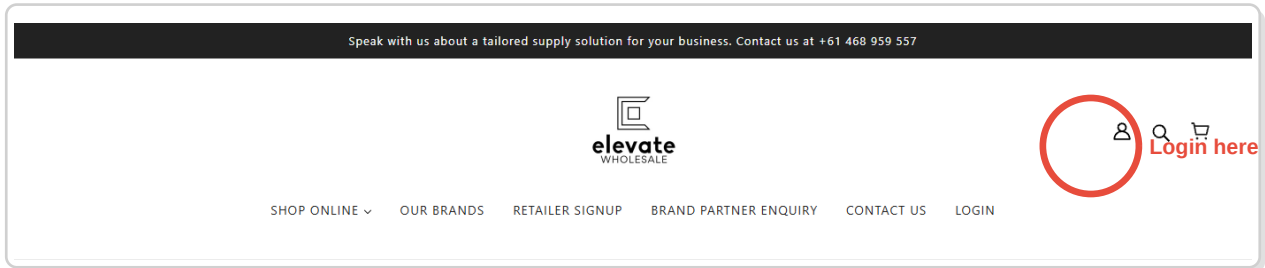
State

The registration form — fill in company details, ABN, and delivery address

2

Logging In

Once approved, log in to see wholesale prices on all products.



Click the person icon or "LOGIN" link in the top-right corner

1

Enter Your Credentials

Type the **email** and **password** from your approval email.

2

See Wholesale Prices

Once logged in, all products show your wholesale pricing.

3

Forgot Password?

Click "**Forgot Password**" on the login page to reset it via email.

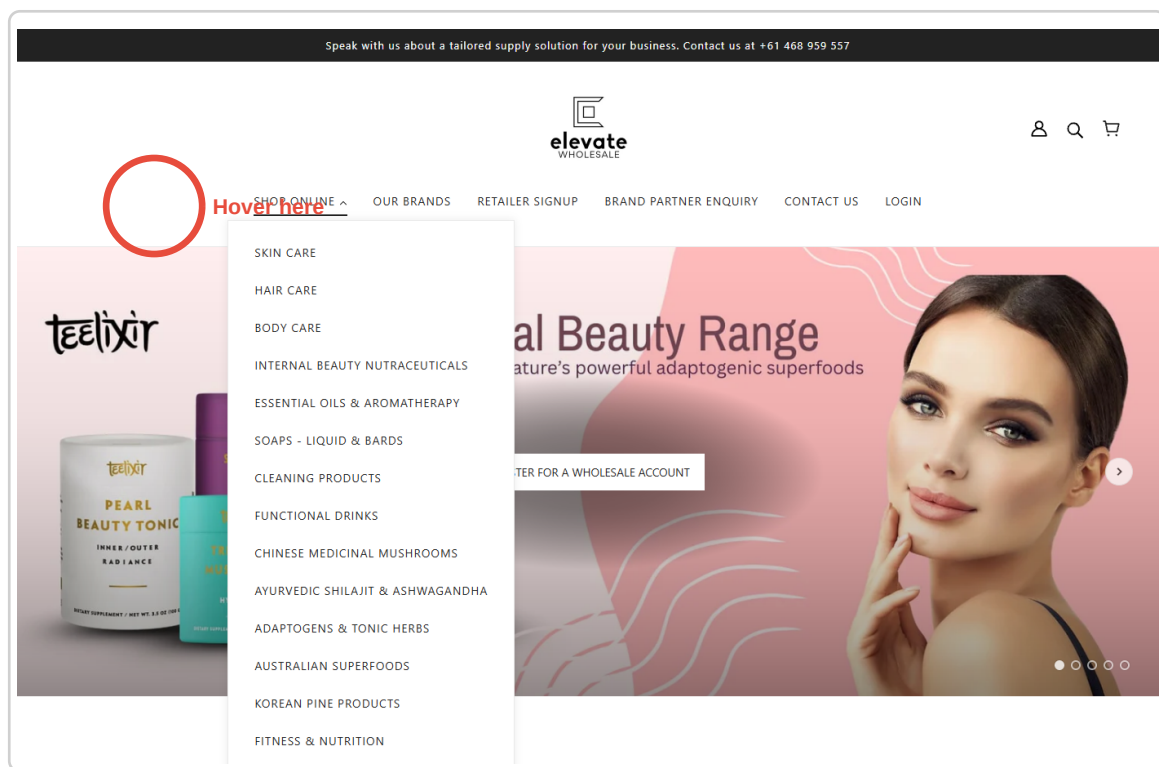
IMPORTANT: If you see "**Login to see prices**" on a product page, you are **not logged in**. Click Login in the top-right to access your wholesale pricing.

3 Browsing Products

There are several ways to find products on the Elevate Wholesale website:

Shop Online Menu

Hover over "**Shop Online**" in the navigation to see all product categories:



The Shop Online dropdown shows all 17 product categories

Search

Click the **magnifying glass icon** (top-right) to search by product name, brand, or ingredient.

Our Brands & Filters

Click "**Our Brands**" to browse by brand. On any collection page, use **Browse** to filter and **Sort By** to arrange products.



[SHOP ONLINE](#) [OUR BRANDS](#) [RETAILER SIGNUP](#) [BRAND PARTNER ENQUIRY](#) [CONTACT US](#) [LOGIN](#)

Filter & Sort

BROWSE

SORT BY



Acacia AromaTherapy Blissful Moment
Certified Organic Essential Oil Blend
10ml



Acacia AromaTherapy Breathe Certified
Organic Essential Oil Blend 10ml



Acacia AromaTherapy Daydream
Certified Organic Essential Oil Blend
10ml

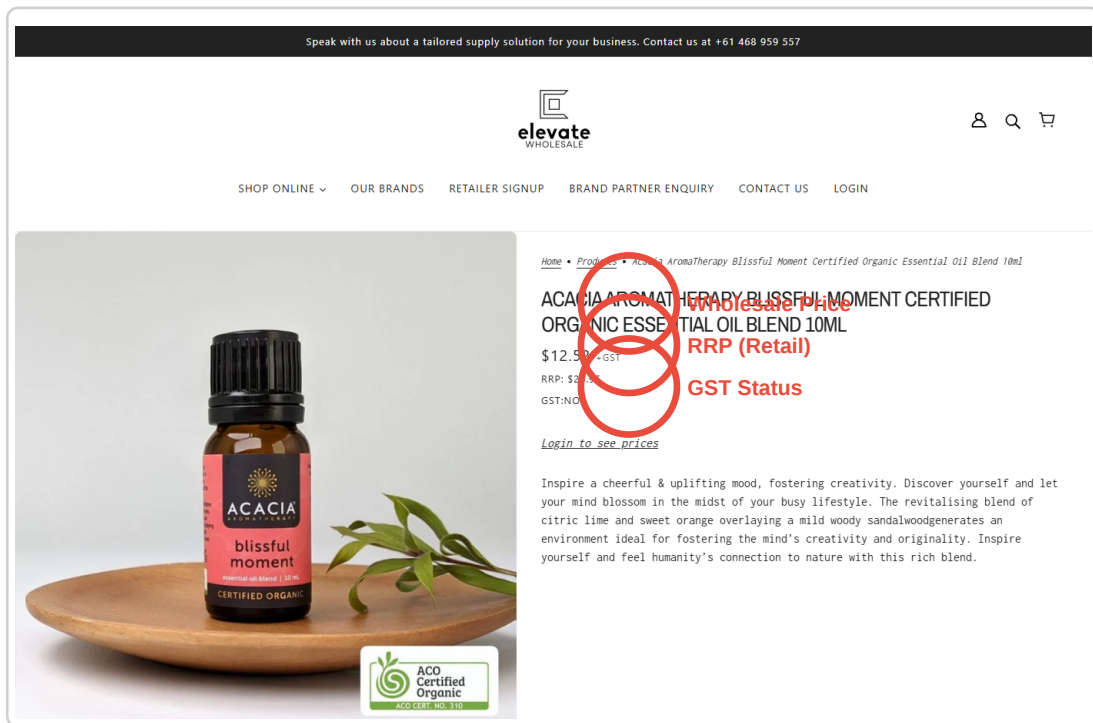


Acacia AromaTherapy Focus Certified
Organic Essential Oil Blend 10ml

Product listing page with Browse and Sort By controls

4 Understanding Product Pages

Each product page shows your wholesale pricing, the recommended retail price, and GST status:



Product page showing wholesale price, RRP, GST status, and description

Label	What It Means	Example
\$XX.XX +GST	Your wholesale cost before GST . GST added at checkout if applicable.	\$12.52 +GST
RRP: \$XX.XX	Recommended Retail Price — the suggested price for your customers.	RRP: \$20.95
GST: YES / NO	"NO" = GST-free (most health foods). "YES" = 10% GST applies.	GST: NO

YOUR MARGIN

Wholesale: \$12.52 | RRP: \$20.95 | **Margin: ~40%**

You're free to set your own retail prices. The RRP is a guide only.

5 Product Availability Statuses

Products have different availability statuses. Understanding these helps you plan orders effectively.



IN STOCK

This product is available in our warehouse and ready to ship immediately.

What to expect:

- Add to cart and order as normal.
- Dispatched within 1–2 business days.
- Standard delivery timeframes apply.



BACKORDER

Temporarily out of stock but re-ordered from the supplier. Will be restocked soon.

What to expect:

- You can still place an order for this product.
- Your order is held until stock arrives, then dispatched.
- Typical wait: 1–3 weeks depending on the supplier.
- We'll notify you of any unexpected delays.



CUSTOM ORDER

Available on request with a longer lead time. Sourced specifically for your order.

What to expect:

- Contact us before ordering to confirm lead time.
- Lead times typically 2–6 weeks.
- Ideal for specialty or niche products.
- Minimum order quantities may apply.



SOLD OUT

Currently unavailable and may not be restocked. Cannot be added to cart.

What to expect:

- The "Add to Cart" button will be disabled.
- Contact us to enquire about future availability.
- We may suggest an alternative product.

Quick Reference: Status at a Glance

Status	Can I Order?	Dispatch Time	Action Required
In Stock	Yes	1–2 days	Order as normal
Backorder	Yes	1–3 weeks	Order now, ships when restocked
Custom Order	Contact first	2–6 weeks	Call or email to confirm
Sold Out	No	N/A	Enquire for alternatives

6 Placing an Order

- 1 Log In**
Make sure you're logged into your wholesale account to see pricing.
- 2 Browse & Add to Cart**
Find products, select quantity, and click **"Add to Cart"**.
- 3 Review Your Cart**
Click the **cart icon** (top-right) to review items and adjust quantities.
- 4 Proceed to Checkout**
Click **"Checkout"**, enter delivery details and payment information.
- 5 Confirm & Pay**
Review your order summary, confirm the address, and complete payment.
- 6 Track Your Order**
You'll receive a shipping notification with tracking details once dispatched.

7

Need Help?

Our team is here to assist with any questions about products, ordering, or your account.

Phone**+61 468 959 557**

Monday–Friday, 9am–5pm AEST

Email**sales@elevatewholesale.com.au**

We respond within 24 hours

Website**elevatewholesale.com.au/pages/contact**

Online contact form

Address**1/1 Capital Place, Carrum Downs VIC 3201**

Warehouse pickups by appointment

Thank you for choosing Elevate Wholesale!

We're committed to providing premium natural products at competitive wholesale prices. We look forward to growing your business together.