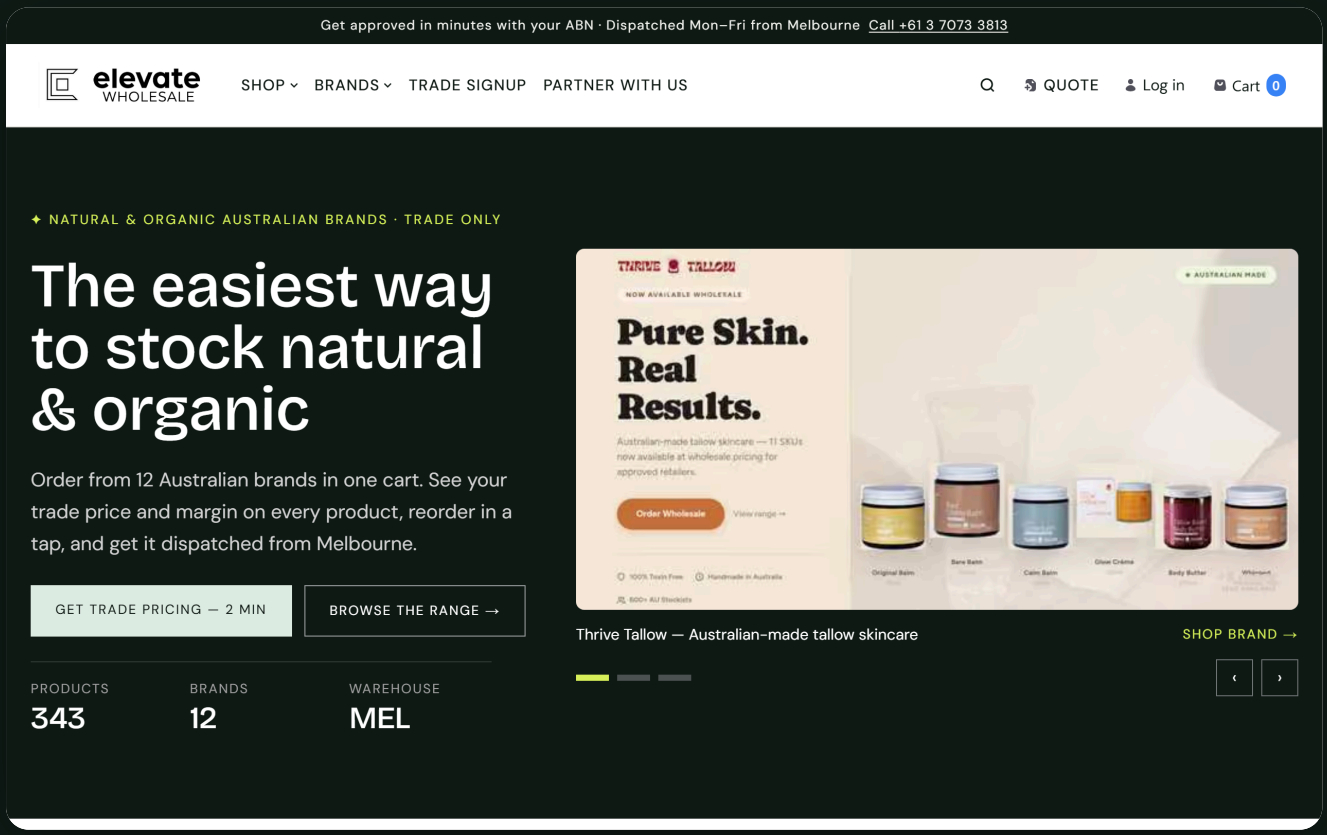
elevate WHOLESALE

CUSTOMER GUIDE · TRADE ACCOUNTS ONLY

How ordering with Elevate Wholesale works

Opening a trade account, finding products, reading prices and stock, checking out, delivery and getting help.



Trade only
Registered Australian businesses with an ABN

No minimum order
Order what suits your shelf

Dispatch in 48 hours
In-stock items, by Australia Post

(03) 7073 3813
Steve, your Account Manager, any time

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Steve Walker, your Account Manager

Elevate at a glance

Trade prices for approved accounts

Wholesale prices (ex GST) and your margin show once you're logged in to an approved trade account.

12 Australian brands, one cart

Natural and organic body care, essential oils, cleaning, superfoods, mushrooms, pantry and more.

Fast dispatch from Melbourne

In-stock items are dispatched within 48 hours by Australia Post from our Carrum Downs warehouse.

Simple payment

Pay by card at checkout, processed securely by Stripe. No minimum order.

1 Trade only: who we supply

Elevate Wholesale supplies registered Australian businesses only: health food stores, grocers, pharmacies, practitioners, gyms, cafés, spas, accommodation, gift stores and online retailers.

Why you see RRP on the website

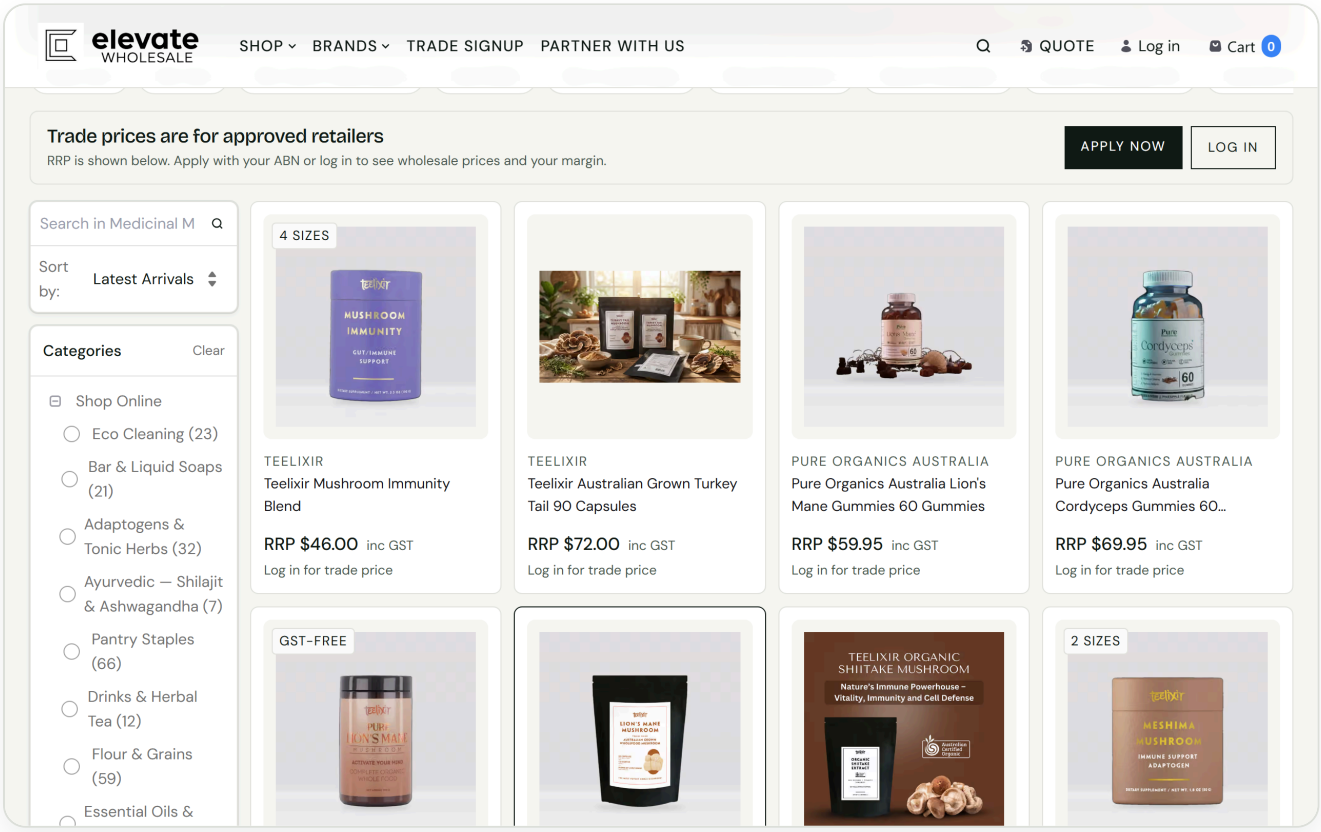
Every product shows its **Recommended Retail Price (RRP)**, including GST, to everyone who visits the site. We display RRP so you can see the shelf price for each product, and it's the price you'd typically sell at in-store.

> **We never sell at RRP.** RRP is shown for information only. Products are sold to approved trade accounts at wholesale prices, which you see once you log in.

Not a business? Shop at Buy Organics Online

If you're buying for yourself or your family, please shop at our sister store **Buy Organics Online**: **www.buyorganicsonline.com.au**. Elevate can't take orders from non-business customers.

What you see before you're approved

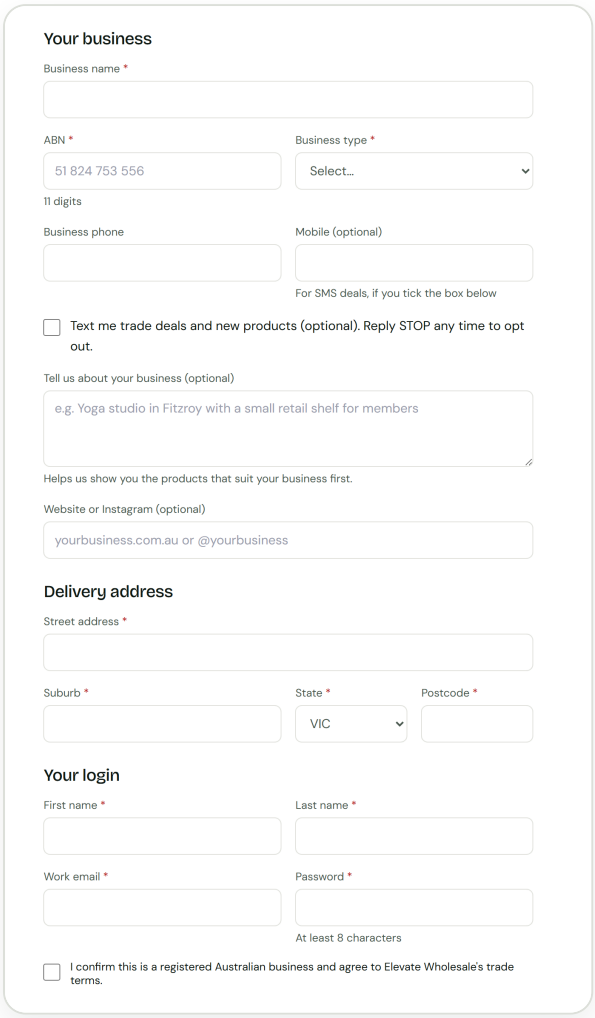


Before you log in: RRP inc GST is shown, with "Log in for trade price" on every product.

Until your trade account is approved and you're logged in, the site shows RRP only. Trade prices, your margin and delivery costs appear once you're logged in to an approved account.

2 Opening a trade account

Click **Trade signup** in the top menu (or **Apply now** on any product). It takes about two minutes.



The trade account application form

1. **Your business**
   Business name, ABN (11 digits), business type and phone. Optionally tell us about your business and add your website or Instagram.

2. **Delivery address**
   Where your orders should be delivered.

3. **Your login**
   Your name, work email and a password (at least 8 characters).

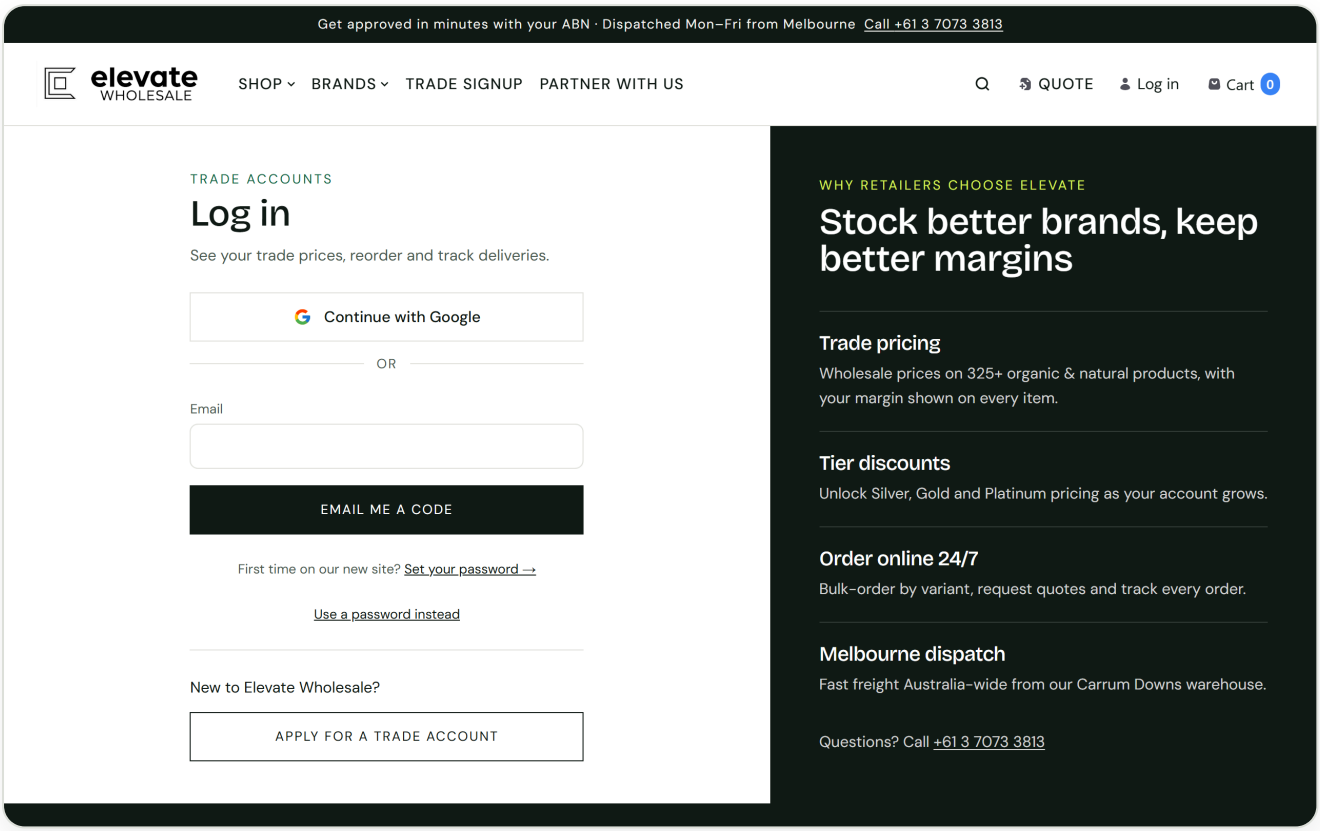
4. **Confirm and submit**
   Tick to confirm you're a registered Australian business and agree to our trade terms, then submit.

Approved on the spot. When your ABN matches the Australian Business Register, your account is approved straight away and you can see trade prices and order immediately.

If we can't match your ABN automatically, our team checks it and emails you as soon as your account is active. Questions? Call Steve on (03) 7073 3813.

3 Logging in

Click **Log in** in the top-right corner. Choose whichever way suits you:



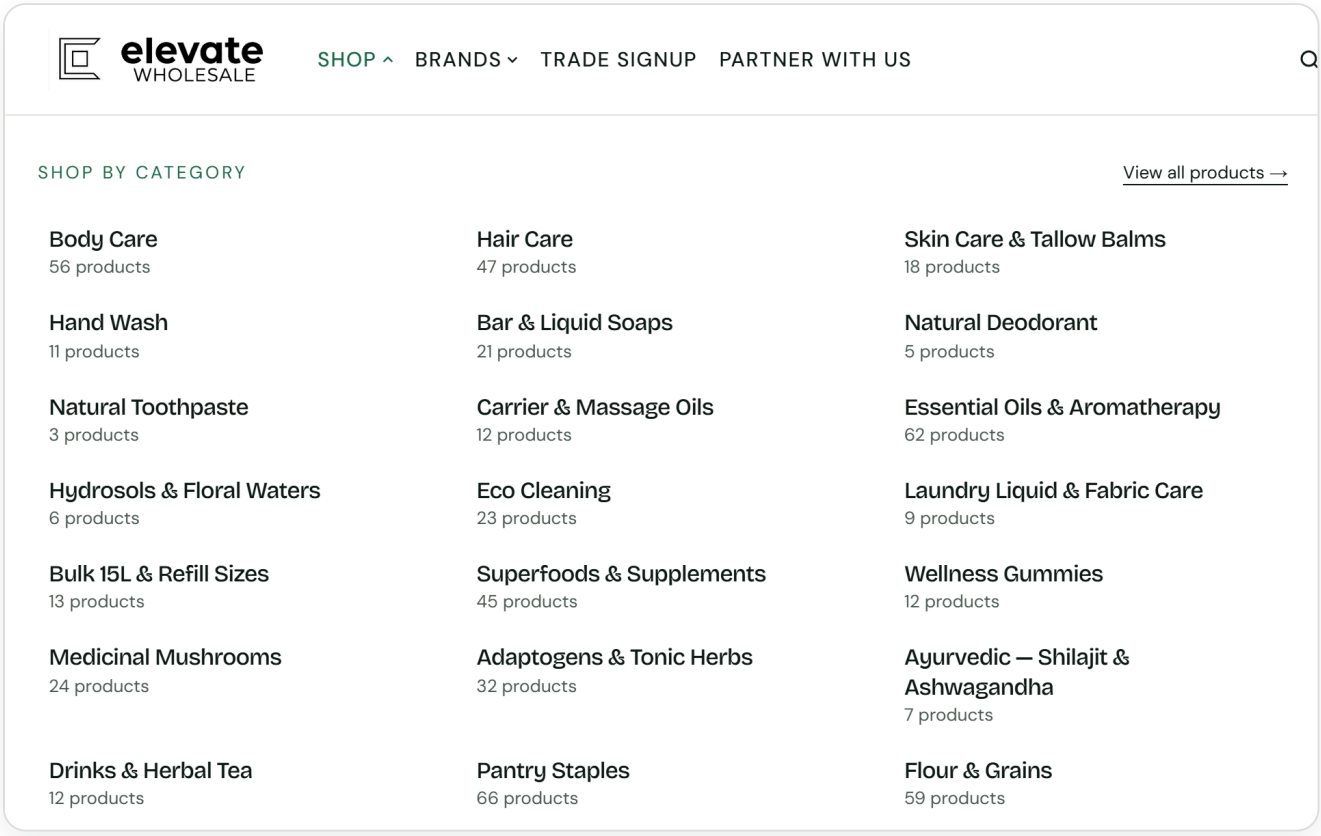
The log in page

- **Continue with Google** if your work email is a Google account.
- **Email me a code:** enter your email and we'll send a one-time sign-in code.
- **Use a password instead** if you set one when you applied.
- **First time on our new site?** Click "Set your password" to set one for your existing account.

> If you see "Log in for trade price" on products, you're not logged in yet.

4 Finding products

Hover over **Shop** in the top menu to see every category with its product count, or use **Brands** to browse a single brand.



The Shop menu lists all categories

Search

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

Filter and sort

On any category page, search within the category, tick categories to filter, and sort by latest arrivals, price or name (A–Z).

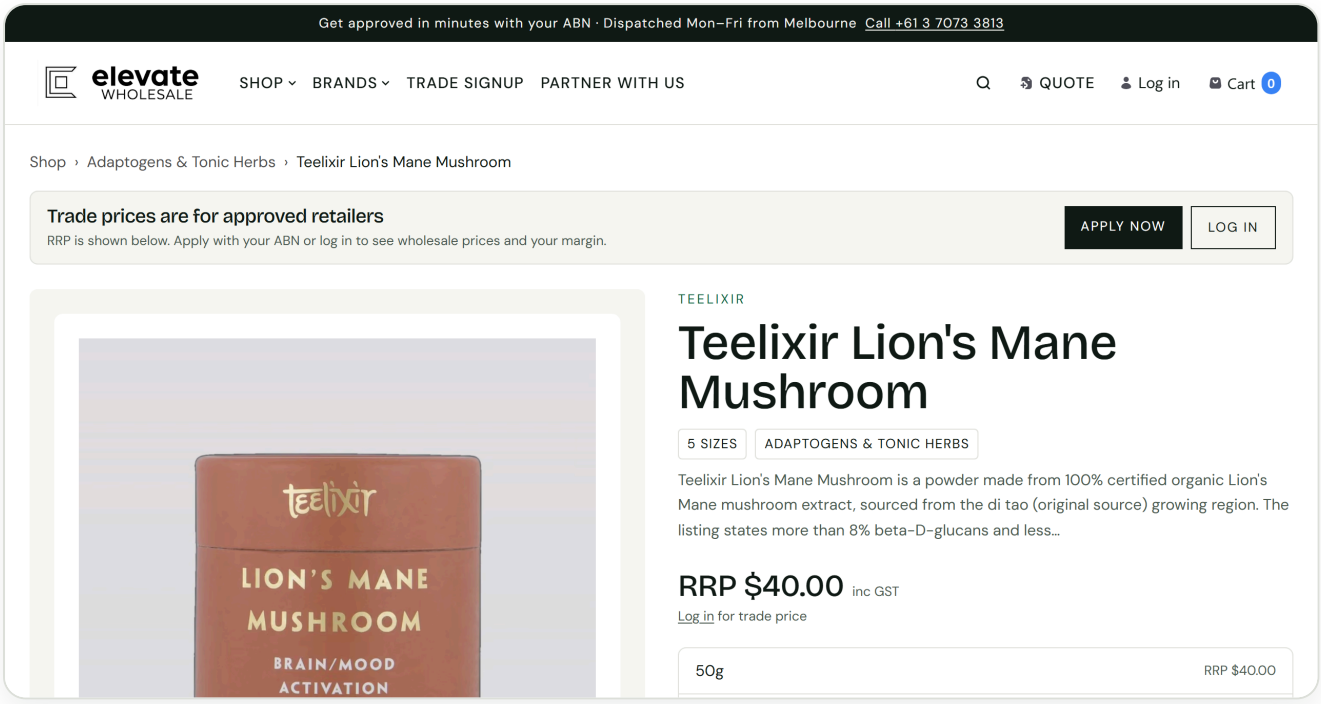
Ask Steve

The chat bubble in the bottom-right corner finds products and checks stock in seconds.

Wholesale catalogue

Prefer a list? Download the 2025–26 catalogue from the Shop menu or the website footer.

5 Reading a product page



A product page before logging in: RRP for every size, with trade prices for approved retailers

What you see	What it means
RRP $40.00 inc GST	Recommended Retail Price, including GST. Shown to everyone for information; we never sell at RRP.
Trade price (ex GST)	Your wholesale price, shown once you're logged in to an approved account. GST is added at checkout where it applies.
Your margin	Logged-in accounts see the margin between trade price and RRP on every item. You're free to set your own shelf price.
GST-free	Products marked GST-free (many foods) have no GST added.
Sizes	Pick a size from the list. Each size has its own SKU, barcode and RRP in the Trade specifications table.

Stock at a glance (logged-in accounts)

Label	What it means
In stock	Ready to order and dispatched within 48 hours.
Only 6 left	Low stock: we show the exact number left so you can order with confidence.
Currently unavailable	Can't be ordered right now. Ask Steve when it's due back or for an alternative.

6 Placing an order and paying

1. **Log in**
   Make sure you're logged in so trade prices show.

2. **Add to cart**
   Choose sizes and quantities, then add to cart. You can bulk-order by size from the product page.

3. **Review your cart**
   Click Cart (top-right) to check items and quantities. For a large order you can request a quote from your cart instead.

4. **Checkout**
   Confirm your delivery address. Delivery costs for your order are shown at checkout.

5. **Pay by card**
   Pay securely by card. Payments are processed by Stripe, and we don't charge card surcharges.

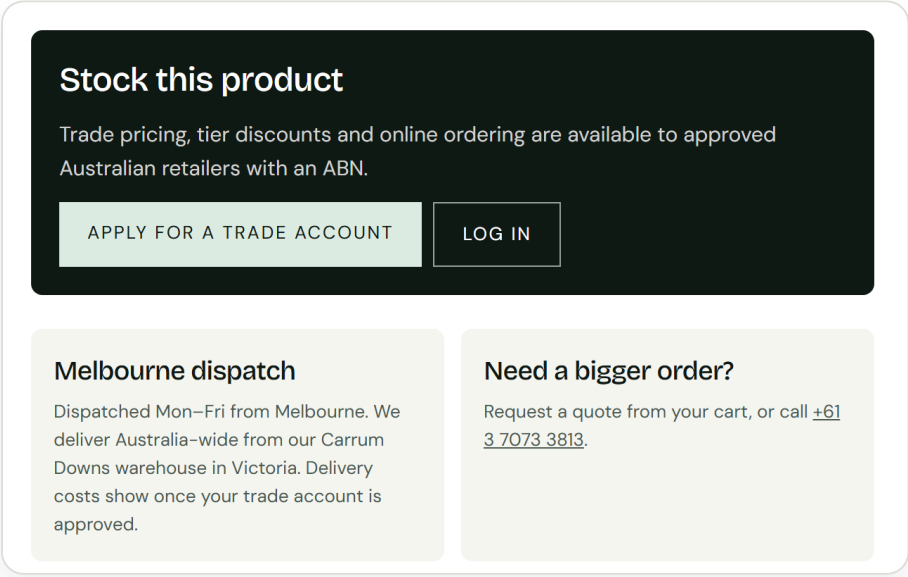
6. **Confirmation and tracking**
   You'll get an order confirmation by email, then Australia Post tracking once it's dispatched.

No minimum order

Order as much or as little as suits your shelf.

Bigger orders and quotes

Click **Quote** in the top menu, request a quote from your cart, or call Steve on (03) 7073 3813.



Every product page explains how to stock it. Delivery costs are shown to approved trade accounts.

7 Delivery, returns and damaged items

- **Dispatch:** in-stock items are dispatched within 48 hours (Monday to Friday) from our Carrum Downs warehouse in Melbourne.
- **Carrier:** orders are sent by Australia Post, Australia-wide, with tracking emailed to you.
- **Delivery costs:** shown at checkout once you're logged in to your approved trade account.
- **Damaged or missing items:** email photos to sales@elevatewholesale.com.au within 48 hours of delivery and we'll replace the item, credit your account or refund you.
- **Wrong or short-dated products:** contact us within 48 hours of delivery. We don't accept change-of-mind returns.

8 Your trade account

Once you're logged in, click your account to manage everything in one place:

Section	What you can do
Orders	See every order, track deliveries and reorder in a tap.
Invoices & terms	Your invoices, anything owing and your account terms.
Quotes	Your quote requests for bigger orders and their status.
Your range	Products picked for your business, ready to order.
Free samples	Add free Teelixir sachet samples to your next order (up to 6 per order, 2 of each) to taste-test with your team. Samples are available for the Teelixir range only.
Retail toolkit	Training, certificates and shelf assets from our brands.
Profile, company, addresses	Update your details, your business details and delivery addresses.

> **Tier discounts.** Silver, Gold and Platinum pricing unlocks as your account grows, and applies automatically to your trade prices.

9 Need help?

Your account page shows "Your account manager": that's Steve. Call or chat any time about products, stock, delivery or your account.

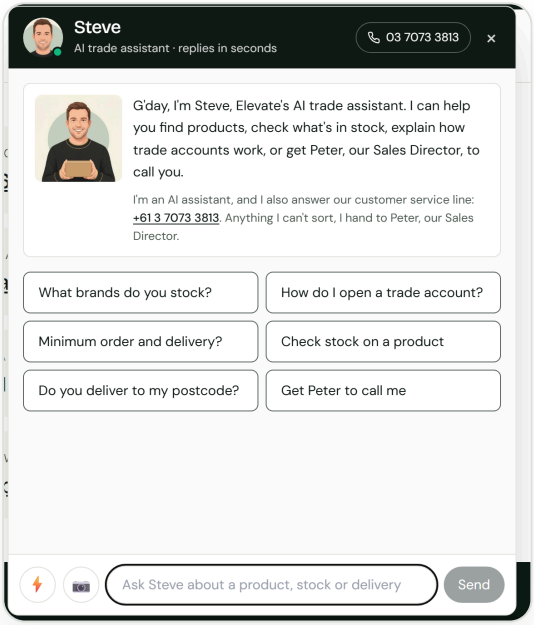
ACCOUNT MANAGER

Steve Walker

(03) 7073 3813 · any time

Or tap "Ask Steve" in the bottom-right corner of any page on elevatewholesale.com.au. Anything Steve can't sort, he hands to Peter, our Sales Director, who will call you back.

Contact Elevate Wholesale	
Phone	(03) 7073 3813 (+61 3 7073 3813), any time
Email	sales@elevatewholesale.com.au
Website	elevatewholesale.com.au
Warehouse	1/1 Capital Place, Carrum Downs VIC 3201
Consumers	Not a business? Shop at www.buyorganicsonline.com.au



Ask Steve on the website

Thank you for stocking with Elevate. We look forward to growing your business together.