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Private Label Purchasing Guide

How to order sunscreen under your own brand, from the first form to delivery. Send every form and file to sales@veganicskn.com.

Which way of ordering suits you?

You want to	Order size	What to do
Sell VeganicSKN existing sunscreen brands from our wholesale website.	No minimum	Order from WorkCore at wholesale pricing. The rest of this guide does not apply.
Sell under your own brand with Ready-made label templates: Add your own logo and select label options.	Below 1,200 kg	Follow the five steps below.
Sell under your own brand, with your own label design with the option of your own AUST L.	1,200 kg and above	Follow the five steps below.

Want to try the products first? Samples of our full range are available at www.workcoreaustralia.com.au, so you can try the sunscreen before you order.

Want help with the forms? Email us your details, formulation, packaging and requirements. We will pre-fill your order form for you to check, sign and return.

Your order in five steps

1. Complete and sign one order form per product.
2. Pay your invoice.
3. Complete the label form.
4. Approve your label proof.
5. We make and deliver your order.

1 Fill in and sign one order form per product

Orders below 1,200 kg use our Standard Order Form. Orders of 1,200 kg and above, and bulk, use the Order Form for that packaging. Use a separate form for each product. On each form:

- choose your formulation (each one is listed with its AUST L number), packaging and quantity
- choose your AUST L option (see AUST L options below)
- choose your shipping cartons or select supermarket packaging

Email your signed order forms back to sales@veganicskn.com.

Only products on our current order forms are available, and minimum order quantities (MOQs) are fixed. Once an order is placed it cannot be changed. On the Standard Order Form, tick that you have read and agree to the NDA & Manufacturing Agreement; on the other forms, sign it at the bottom of the form.

2 Pay your invoice

We check your order forms and email you an invoice. Please do not pay before you receive it.

Your order	What you pay before production starts
Filled products (tubes, pumps, sachets): below 1,200 kg	A 50% deposit. The balance is due before release. With a credit account: a 30% deposit.
Bulk, 240 kg	Full payment
Filled products or bulk: 1,200 kg and above	A 30% deposit on the total order price. The balance is due before dispatch.

Credit accounts are for Australian, New Zealand and UK businesses on orders over AUD $6,000, subject to approval by our credit insurer. You can apply when you place your order. Once approved, the account stays open until it is cancelled or our credit insurer advises of a risk. With a credit account you pay a 30% deposit, and the balance is due 30 days after the product is released instead of before dispatch. Customers on a credit account who order more than AUD $80,000 a year pay a 10% deposit.

3 Send your label form and files

Fill in and sign the label form for your order size, then email it with your files to sales@veganicskn.com.

	Ready-made label (below 1,200 kg)	Custom label (1,200 kg and above)
Form to fill in and sign	Ready-Made Label Requirements Checklist	Custom Label Requirements Checklist
Your design	Pick one of our ready-made label templates. The layout stays as it is.	Send your own design, or a label from your existing product range, and we will work with you to design a compliant label.
What you can change	Only what the Ready-Made Label Requirements Checklist lists: your logo, badges, background colour, front fonts, font sizes and font colours, and the name and address on the label. The product name and description cannot be changed: they must match the name of the AUST L on your order form, as listed on the ARTG.	Your whole design, as long as it carries everything the checklist requires and subject to you registering your own AUST L.
Files to send	Your logo (vector PDF, AI, SVG or EPS file), your colours as Pantone C codes, and your barcode	Your final artwork as a layered vector file and a PDF, your colours as Pantone C or CMYK codes, your fonts, matte or gloss finish, your label size if you supply your own packaging, and your barcode
Barcode	Use your own GS1 barcode. If you do not have one, we assign one from our GS1 range; it stays registered to VeganicSKN and cannot be transferred. The steps to get your own are on our website.	

Sachets (any quantity): fill in the Sachets Design Checklist instead. **Bulk:** there is no label; sign the Bulk Order Customer Declaration Form with your order form.

Every label must follow our Labelling Rules.

4 Approve your label proof

We check your label against the TGA labelling requirements and send you a digital proof and an order confirmation within 2 to 3 business days. Approve the proof by signing the Design Final Approval form, or ask for changes. Changes are free at this stage. Once you approve the proof, further changes may cost extra or may not be possible.

Printed labels will vary from the digital proof.

5 We make and deliver your order

Production starts as soon as your payment is received and your label proof is approved. See the lead times below. Then, depending on what you chose on your order form:

- **Collect:** from our factory at 81 Shettleston Street, Rocklea QLD 4106, 7 am to 2 pm, Monday to Friday. Tell us your pick-up time at least 24 hours ahead.
- **Delivery in Australia:** we quote delivery to your address and add it to your balance invoice. Residential addresses cost more than commercial ones.
- **Delivery overseas:** we quote delivery and add it to your invoice (the deposit invoice, where a deposit applies).

Follow your order's progress on the customer portal, BuildItQMS (how to log in is under "Track your order" in Good to know).

If you choose a tracked delivery, we send the tracking details when your order ships. Check your goods when they arrive: tell us about any incorrect or missing items within 5 business days. Claims for goods damaged in transit go to the carrier.

Lead times

Lead times start once your payment is received and your label proof is approved. They can vary with packaging availability, regulatory requirements and other outside factors.

What you order	Lead time
Bulk	20 business days
Labelled soft tubes or airless pumps	12 weeks
Printed soft tubes	18 weeks
Sachets	18 weeks
1 kg or 2 kg pumps	12 weeks
Soft tubes or airless pumps with boxes	20 weeks
Reorder, with your labels already in stock	Typically 15 business days

AUST L options

Every product we make is listed on the Australian Register of Therapeutic Goods (ARTG) under an AUST L number. Choose one option on your order form.

	1. Our existing AUST L	2. A new AUST L in your product name	3. Self manage your own AUST L
Product name on your label	The listed product name	Your product name	Your product name
Sponsor	VeganicSKN	VeganicSKN	You
Minimum order	The MOQ on the order form	5,000 units on the Standard Order Form; 1,200 kg on other forms	1,200 kg
Fee	None	Standard Order Form: $3,000, Product Information File included. 1,200 kg and above: $2,200 per listing, plus the TGA's fees at cost (see Costs at a glance). It is cancelled at the end of the term unless you renew it.	$2,200 per listing, Product Information File included, plus the TGA's fees, invoiced to you by the TGA.

Which formula? A new AUST L (option 2 or 3) must use a formula from our pre-approved formula list, in the AUST L Info for Customers sheet. Any custom formula needs our prior approval.

The steps for each option are in our AUST L Info for Customers sheet, sent with the order forms.

Costs at a glance

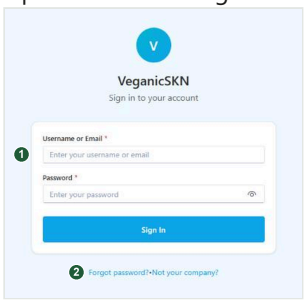
All prices are in AUD. Sunscreens are GST-free.

Item	Cost
Products	The prices on each order form
Standard shipping carton	Free
Supermarket-ready packaging (inner box, outer carton, pallet)	Per unit, on the order form
Label printing, orders under 240 kg (2,400 x 100 g)	$500 once. It covers a print run of 2,500 labels, and reorders use them at no labelling charge while they last.
Label printing, orders of 240 kg or more	No fee
Own AUST L listing, Standard Order Form (from 5,000 units)	$3,000, Product Information File included. Sponsor transfer follows listing.
New AUST L in your product name (1,200 kg and above)	$2,200 per listing, plus the TGA's fees at cost: application $1,063, then $1,566 for each year we sponsor it (2 years $6,395; 3 years $7,961)
Self manage your own AUST L (option 3)	$2,200 per listing for preparing, lodging and transferring the AUST L, Product Information File included, plus the TGA's fees (application $1,063; annual charge $1,566 a year), invoiced to you by the TGA.
Certificate of Analysis, safety data sheet, SPF in-vitro report	Free
Product Information File (PIF), per AUST L. Includes stability results, formulation bridging, raw material and regulatory declarations	$500
In-vivo SPF test for your brand	$8,000
Sachet printing	$2,500 per roll. Each roll covers up to 50,000 sachets.
Broad-spectrum UVA test for your batch	$350
Allergen, IFRA and technical statements	$350
Documents for markets outside Australia (1,200 kg and above)	Choose them in section 3.2 of your order form: • Certification of Frame Formulation: $150 • Certificate of Origin: $250 • Certificate of Listed Product (free sale certificate), one per country: $359 each for 1 or 2, $279 each for 3 or more. Only for products on our AUST L. • Other documents your market needs: quoted on request

Good to know

- **Everything in writing.** All requests about products, packaging, pricing and orders must be made in writing, on our order forms and documents. This keeps every order traceable for audits by the Therapeutic Goods Administration (TGA).
- **Ingredients.** The full ingredient list for each product is on its public ARTG listing. We send you the link to the ARTG listing of each product on your order form.
- **Track your order.** For the progress of your current order, use the VeganicSKN customer portal, BuildItQMS (also called C3S). It shows where your order is up to and holds the regulatory documents and FAQs for your products. How to get in:
    1. Once your order is set up, we email you a welcome message titled "Welcome to VeganicSKN - BuildItQMS" from our portal system. If you cannot find it, check your junk folder.
    2. Open veganicskn.builditqms.com.au and enter your email address as your username.
    3. If you do not have a password yet, or you have forgotten it, click "Forgot password?", enter your email address and follow the steps to set a new password.

    We still confirm your fill date in writing once the factory schedules it.



1 Enter your email address
2 Forgot password?

- **Packaging.** The packaging, pump and cap options for each product are on its order form. Labelled soft tubes ordered on the Standard Order Form always come with a white cap. Printed tubes and supermarket packaging are on the Standard Order Form. We do not offer aluminium or other metal tubes. Custom colours are available on orders of 1,200 kg and above and are quoted individually. Photos and materials are at www.veganicskn.com/packaging-materials.
- **SPF: listed on the ARTG website for each AUST L.** Water resistance is not tested for each batch.
- **Shelf life.** 2 years 6 months from manufacture, unless the order form says otherwise.
- **Reordering.** Ask us for your reorder form: we send today's order form, pre-filled with your last order. Prices and minimums are those on the current form. If your labels are in stock and still compliant, reorders typically take 15 business days with no labelling fee. If the product you ordered before has changed, we tell you in writing first.
- **Tints.** Our tints are now Clear, Sand and Rosewood. If you ordered an older tint (for example Clear SKN 01, Olive SKN 04 or Tan SKN 07), your reorder form shows the tint that replaces it.
- **Labels and packaging we hold for you.** We keep them for 6 months from the date we receive them; you can arrange their return, at your cost, before then (NDA and Manufacturing Agreement, clause 5(f)).
- **Documents.** A Certificate of Analysis comes with every batch, and the safety data sheet and SPF in-vitro report are free. Our GMP certificate and manufacturing licence are free on request, and the full ingredient list is on each product's public ARTG listing. Stability, formulation and raw material documents are part of the Product Information File. Other documents and their prices are in Costs at a glance. Documents not listed there are not offered, apart from documents for markets outside Australia on orders of 1,200 kg and above, which we quote on request.
- **Images for your website.** We can supply a render of your label for your website. Images must show the product's registered name.
- **Stock held at our factory.** Bulk held for a later fill must be used within 6 months of manufacture, or we will charge for its destruction. Finished stock must be collected within 30 days of release.
- **Returns and cancellations.** As set out in the NDA and Manufacturing Agreement: we accept returns only if there is a recall by a regulatory authority, and then refund the cost of the product (excluding freight) or replace it with complying stock (clause 8(a)). Once production of an order has started, it cannot be cancelled. If you cancel an order before production starts, you pay the actual costs we incurred before we received your notice (clause 3.5 of the NDA and Manufacturing Agreement).
- **Faulty pumps.** We replace faulty units in full once we have photos and the batch number.
- **Changes to an AUST L.** When an AUST L is cancelled or replaced, every customer who ordered it in the last 2 years gets written notice and a new order form.
- **Batch variation.** We use natural ingredients and make small batches, so slight variations in tint and texture between batches can occur.

Certifications

Our certifications and listings are on our certifications page, and our documents are on our documents page:

- PETA
- VegeCert Certified Vegan
- 100% Organic Audited to NSF/ANSI 305 (Pharmchem Technical)
- Australian Made
- Non-Nano ZinClear Zinc Oxide

Acknowledgement

By placing an order, you acknowledge that (as further clarified in the NDA and Manufacturing Agreement):

- you have read this guide and agree to follow it
- production starts only once all required documents, approvals and payments are received
- label designs and packaging must comply with the applicable regulations, including those of the TGA and the authorities of any other market you sell in
- lead times start after payment (or the deposit, where one applies) and final label approval, and can vary with packaging availability, regulatory requirements or other outside factors
- you are responsible for delays caused by incomplete documents, incorrect submissions, artwork revisions or packaging issues
- changes to an approved order, artwork or packaging may cost extra or may not be possible.

VeganicSKN Internal Verification and Approval (Internal Use Only)

Production cannot start until this Internal Verification is complete.

Verification. I confirm the customer's order forms and NDA and Manufacturing Agreement are signed and have been reviewed for completeness.

Verified by (VeganicSKN Officer): _____ Signature: _____ Date: _____

Compliance Approval. I confirm this document has been reviewed and approved in line with VeganicSKN internal procedures and applicable regulatory requirements.

Approved by (VeganicSKN Officer): _____ Signature: _____ Date: _____

☐ Order forms and NDA and Manufacturing Agreement signed
☐ All required fields completed
☐ Supporting documents attached (if applicable)