



## Ordering Guidelines - Premier Products & Essential Oils

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### Placing Your Order

- We accept written orders submitted by email to [sales@primafleur.com](mailto:sales@primafleur.com) or by fax to (415) 455-0956. You can register to download our Order Form and Price Sheet [here](#). Orders must meet the minimum of \$150 (see [Sample Orders](#)). Please include the item number/SKU, price, quantity, shipping address, contact information, and payment method with your order.
- To use our Excel order form, select the Order Form link on the registered customer page and download it to your desktop. You can complete the form on the computer, save it, and email it to us. Or, print the form and complete it by hand, then fax it to us at (415) 455-0956 or scan it and email to [sales@primafleur.com](mailto:sales@primafleur.com). We recommend you keep a copy of your order for your records.
- If this is your first order, please call or email for preauthorization as a wholesale customer. In California, we will need a completed General Resale Certificate with your seller's permit number. We highly encourage sampling our Premier Products before purchase (see [Sample Orders](#)).
- You will receive a copy of your order within 1 day of receipt. Please carefully check the item number/SKU, price, quantity, and shipping address on this order estimate before confirming to eliminate errors (see [Damages & Discrepancies](#)).
- Once you review the order estimate and confirm by email, we will submit your order for fulfillment. Your order will be ready to ship within 1 to 2 weeks. Full payment is required before shipping (see [Payment & Terms](#)).

### Additions, Adjustments, & Cancellations

- After you have confirmed the estimate for your order, any changes will delay fulfillment. We reserve the right to add a \$25 change charge to your invoice or bill you a \$25 cancellation charge.

### Shipping

- Our standard method for shipping is UPS Ground. Unless otherwise requested, we ship on our account and bill you for the shipping charges plus a \$2.50 handling charge per box. We can also offer Next Day, 2-Day, and 3-Day service upon request.

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- If you wish to provide an account number, we can ship through FedEx and UPS; handling charges per box will apply.
- We can ship via the United States Postal Service to certain locations where this method is best (such as a PO Box); please inquire when you order.
- You are welcome to pick up your order at our location. Please arrange by phone or email 24 hours in advance.

### Payment & Terms

- Full payment is required before shipping. We accept Discover, American Express, Visa, and MasterCard, as well as personal checks. Please provide payment method at time of order unless you have Net 30 terms.
- You are welcome to fill out a credit application after your first full order is fulfilled. Please contact [accounting@primafleur.com](mailto:accounting@primafleur.com) for an application.

### Sample Orders

- For new customers, we offer up to 10 samples for \$30, including free shipping by UPS Ground within the continental United States. The \$30 charge is credited back on your first full order.
- Each sample is enough for 2 to 3 applications to test scent, texture, viscosity, after-feel, efficacy, etc. To allow you to properly review our Premier Products, we do not offer more than 10 product samples at once.
- With every full order we can include up to 3 samples at no charge so you can further explore our Premier Products. Please add the item number/sku for each sample to your order form. Additional samples above 3 will be billed at \$3 each.
- Sampling is required for all purchases of hydrosols as they cannot be returned.

### Back Orders

- We will contact you regarding any back ordered item(s). If we are not able to completely fulfill your order we can ship a partial order at your request. You will be responsible for all shipping and handling costs for the original order and the back ordered item(s).

### Rush Orders

- If you need your order shipped sooner than within 1 to 2 weeks, please inquire when you order. If it's possible to ship your order sooner, a \$50 rush charge will apply.

### Product Information

- We can send ingredients lists and usage instructions for each item by email. Please request this information when you order.

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## Damages & Discrepancies

- Contact us immediately if product arrives damaged or is missing from the shipment, or you received an item you did not order. Provide the invoice number and the item number/sku for the product. We will replace damaged or missing product as quickly as possible.
- In the case of damages, inspection by UPS may be necessary to settle a claim, so please take photographs and save all packing materials until the claim has been resolved. If you have authorized us to use your shipping account, you will need to contact the carrier to arrange the claim.
- In the case of a discrepancy, review the items received against the packing list and double check all packing material for smaller items. If necessary, we will review the original purchase order and correct the packing slip. A call tag may be sent for return of any incorrect items.

## Quality Issues

- We stand by the quality of our products. Viscosity, color, and pH ranges for each formula are established during formulation and checked before any batch is released for sale. We conduct off-site microbiology tests for yeast, mold, and bacteria on every batch made and must receive final results prior to shipping.
- If you experience a quality issue with any Prima Fleur Premier Product, we are committed to addressing your concerns. Please contact us in writing and describe the quality issue. Provide the invoice number, the item number/sku for the product, and lot number for the batch of product (this 3- to 9-digit number can be found on the product label as well as on the invoice).
- If you fill our product at your site, please provide this additional information: storage procedures followed before and after filling, filling procedures and equipment used, specific components and whether they were purchased from Prima Fleur, date you received your order, date product was filled, and results of any microbiology tests you conducted on components or product. Be sure to follow our Handling & Filling Guidelines. If you are unaware of the proper handling and filling procedures for personal care products, please contact [sales@primafleur.com](mailto:sales@primafleur.com) for a copy of these guidelines.
- Please note that color, scent, and viscosity can vary slightly from batch to batch. This is normal with products made from natural ingredients, which vary from crop to crop, season to season. Temperature extremes can also alter product consistency, so proper storage is a must. If you are unaware of the proper storage for the products you have purchased, please contact [sales@primafleur.com](mailto:sales@primafleur.com) for our Product Shelf Life information.

## Returns

- If you wish to return any item that is not damaged and has no quality issues, pre-authorization is required. A restocking charge of \$25 or 10% of your order, whichever is greater, may apply. You are responsible for all associated shipping and handling costs unless the return is the result of our error. We do not accept returns on hydrosols or on opened containers (when the product is consistent with the viscosity, color, and pH ranges established on the C of A).

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