

# BEAUTYNETKOREA

## WHOLESALE POLICY

### ABOUT US

BeautyNetKorea is a visionary beauty-retail concept company founded in South Korea in 2012. We always try our utmost to face customers' needs and requests, and try to provide a broad range of product categories to the customers World Wide. BeautyNetKorea is always thinking from the customers' perspective, and we value our customers as our number one priority. Once you place an order, our skilled and experienced logistics staffs will handle your parcel promptly with caution and extra care. We proudly assure that BeautyNetKorea is the most credible/trustworthy company to get Korean cosmetics. We promise you that we supply the most fine and genuine products.

### CHAPTER 1 : START PROCEDURE

1. Once you send us the request of wholesale procedure through our business email [mlee5971@beautynetkorea.com](mailto:mlee5971@beautynetkorea.com), our staff will send you the order sheet with wholesale prices attached in an email. You should fill in the order sheet and send it back to us via email.
2. Our staff will check through filled up order sheet sent from you and sort out if there are any products that are out of stock/not available. After checking through, our staff will send you the confirmed price list of applied products as a discounted wholesale price and will notice you the availability of products. This process might take 3-7 business days for our logistics team to check their inventory.
3. Once you confirm on price lists, wholesale order procedure will be completed and will go on to payment process.
4. Packing of products will be processed only when payment of 50% among total price has been made.
5. After packing, we will measure the weight of parcel and set the shipping fees, and remaining 50% of payment should be made with shipping fees included. Invoice will be sent to buyer's inbox. Only then we will ship out the parcel.

### CHAPTER 2 : ORDERS FROM REPUBLIC OF THE PHILIPPINES

Currently we do not take any wholesale orders from Philippines. We are on progress with Philippines wholesale website, customers ordering from Philippines should request wholesale to wholesale team of our company in Philippines. E mail address of wholesale team in Philippines will be announced accordingly when it gets ready.

### CHAPTER 3 : ORDER POLICY

1. Please use the attached designated order list form to place order(s).
2. Definition of MOA/MOQ : Minimum Order Amount and Minimum Order Quantity  
Total amount of order should be above US\$2,000 excluding shipping charge.  
MOQ will depend on each brands and items.
3. Payment must be made through Paypal.  
100% T/T in advance : 50% deposit when you place an order, remaining balance with shipping charge shall be made after packing before dispatch.
4. Products will be ready to ship after payment of 50%. It would take 3-7 business days(excluding weekends) to prepare the parcel perfectly, according to amount of order(s). Time duration depends on remaining stock in our supplier inventory. Lead time might be delayed according to any unexpected events.

#### **CHAPTER 4 : SHIPPING POLICY**

1. Only EMS service will be used for wholesale transactions as it reduces the chances of missing parcels to the minimum, also available to track parcels once it leaves our office. It is more essential as large sum of money and quantity goes into the parcel. Shipping fee of parcel shall be shouldered by the buyer. EMS service takes 5-10 working days for delivery. DHL service is only available for United States of America. Countries not available for EMS will be updated as soon as we get any information from South Korean Postal Service.
2. Import duties, taxes and charges are buyers' responsibility. To avoid any problems related to local custom clearance, please double check the essential documents or conditions before placing an order.
3. We do not provide wholesale service to these countries as the local custom does not allow our EMS service to enter : Iraq, Guatemala, South Africa, Kuwait, Puerto Rico, Colombia, Moldova, Italy, Bolivia, El Salvador, Ecuador, Tajikistan, US Protectorates, APO/FPO, Africa, Georgia, South Korea, Turkey, Yemen, Belize, Haiti, Bosnia and Herzegovina, Cyprus, Guernsey, Jersey, Lithuania, Serbia, Greenland, Paraguay, Uruguay and Indonesia, Jamaica, Bermuda. Please check your country if it is included in above list.

#### **CHAPTER 5 : RETURN/REFUND/EXCHANGE/CANCELLATION POLICY**

Wholesalers are able to request for refunds through our email/message service. However we only allow refunds due to damaged product received, products omitted, products that are defective to skin (Allergic, etc.), also products not received after maximum arrival date. We do not issue refunds due to customers' simple change of mind, or package damage. We are clear that we do not provide refunds if product itself does not have any problem to use. Every return or refund process will take part upon staff of Beautynetkorea's decisions. Shipping fees will not be refunded considering the responsibility of Postal service's rough handling. When each and every item in a package is damaged or sent wrong, it can be refunded in full including the shipping charge.

- 1) In case the delivery service can't contact the wholesaler, we do not return the shipping charges.
- 2) If wholesaler gets the wrong item, we issue refunds to applicable products only.
- 3) If parcel is not approved by the local customs, we issue refunds to wholesalers excluding the shipping charge.
- 4) If the parcel is returned due to wrong shipping address, we will not be responsible as every change of address or information shall be made before dispatch.
- 5) We do not approve any exchange of products once the dispatch is done.
- 6) We do not approve any cancellations of products once the dispatch is done. If you want to cancel your order after you have paid 50% of total amount, 10% of the total price will be deducted when refund as a restocking fee. If all the packing is done but you would like to cancel your order, 30% of total amount will be deducted when refund as a restocking charge.
- 7) Again, any cancellations after dispatch will not be approved. If wholesaler wants to cancel an order after dispatch, he/she shall wait till the parcel arrives at your site and return it to us. 30% of total amount will be deducted from total price when refund. This shall take part when we receive the parcel at our site.

#### **CHAPTER 6 : CHANGE OF ADDRESSES**

Wholesalers should clearly state their address before placing an order. We will never be responsible for change of address after dispatch. Also, we will not issue any refund for parcels delivered to customers' old addresses. Every change of information or cancellation should be done before dispatch.

#### **CHAPTER 7 : DAMAGED PRODUCTS**

Damaged products might be delivered due to rough handling during dispatch which is beyond our authority, however came to think of customers' disappointment waited for parcels, we will be fully responsible for damaged products by issuing partial or full amount refunds. Customers should attach a picture of damaged products through email or messages. We will take a look at the picture and issue a full amount refund as soon as possible upon decision.

## **CHAPTER 8 : OMITTED PRODUCTS**

We will be fully responsible for omitted products since it is our logistics department's mistake. We are issuing full amount refund for omitted products. Customers should attach a picture of products received and the white label on the package stating the weight of the box through email or messages, and reseller should take the responsibility to forward it to us. We will take a look at the picture and issue a full amount refund as soon as possible upon decision.

## **CHAPTER 9 : LASTLY**

Beautynetkorea promise to give our utmost service to our wholesalers. We are always open to listen to any requests or enquiries from wholesalers. Should you have any enquiries, please do not hesitate to email us at [mlee5971@beautynetkorea.com](mailto:mlee5971@beautynetkorea.com) . We look forward to our future business with you. Hope we can go through good business and make a win-win result for both sides.

**\*THIS DOCUMENT CAN'T BE MODIFIED WITHOUT ANY NOTICE\***

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