



PLEASE READ ME BEFORE

# Working Together



# Welcome

And thank you for giving me the opportunity to work with you! I'm so excited to help you on your skincare journey.

This guide details our process and terms and conditions.

**Please read me before our project commences, and don't hesitate to get in contact via email if you have any questions.**



## Business Hours

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We operate Monday to Friday, 9am to 5pm. We are closed on Australian and Queensland public holidays.

## Communication

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There are many ways you can contact the PLSC team. Email is our preferred and most efficient mode of communication. We can be contacted via email at [info@privatelabelskincare.com.au](mailto:info@privatelabelskincare.com.au). We also respond to DM's on social media.

## Location

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Our head office and lab are located on the Gold Coast, Queensland. Our lab follows strict GMP guidelines and our products are all made on site at our facility.

## Meetings

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To protect the privacy and confidentiality of our brands, we do not offer face to face meetings, or visits to our lab.

If you do wish to connect with someone from the team, we invite you to contact us via the communication methods listed in this document. It would be our pleasure to answer any questions you have.

## Showroom

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We no longer have our showroom, we are strictly an e-commerce-based business and everything is done online. This allows us to keep our pricing down and allows our business to run more efficiently. Due to our privacy and confidentiality practises we don't offer warehouse viewings as we are always working on numerous orders for our brands, most of which have confidentiality contracts in place.

## Production Capabilities

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We have a maximum production limit of 1000 units per product for Private Label and 20,000 units for our Customised Product Service.

## Exporting

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Private Label Skin Care Pty Ltd can provide all information needed so you can create your own COA (Certificate of Analysis) and MSDS (Material Safety Data Sheet). Both of which may be required when exporting your products into different countries. COAs are usually requested if you plan to sell on Amazon or via some online platforms. MSDS are needed for shipping products into certain countries.

***Please note:** We do not help complete any other paperwork or documents on your behalf that you may require to export your products into certain countries. Please make sure you understand the above before starting with Private Label Skin Care Pty Ltd.*

## Insurance

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While it's not a legal requirement to have product and liability insurance for your skin care business, it is something we HIGHLY recommend as a safeguard.

We highly recommend EMB Insurance as they specialise in skin care insurance. Speak with Brooke McLaren at either (07) 55556222 or brookem@ebm.com.au and tell her that PLSC sent you!

**We are 100% Vegan, Cruelty Free, Australian Made and use a number of Certified Organic Ingredients. We are not however “certified” with The Vegan Society, Certified Organic, Cruelty Free or Australian Made.**

Private Label Skin Care has our own Australian Made, Vegan, Organic and Cruelty Free logos which you can use when you become a client of ours. These are legally compliant. Please do not use any of the certified icons which can be found online, doing so is illegal.



## Damaged Stock

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If you receive any damaged products, please photograph and send to [info@privatelabelskincare.com.au](mailto:info@privatelabelskincare.com.au) within 2 business days after it arrives.

## Bulk Items

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We do not offer refunds on bulk items in any of our ranges as these can be contaminated by incorrect sanitation methods on your end. If you receive a bulk item that is damaged or faulty please email us within 2 business days and we will let you know where this can be sent to for a credit. Please note if you leave your bucket/bottle half empty the air inside will breakdown the product and will decrease the shelf life. We do not replace, or refund opened bulk items for this reason. Bulk goods must be opened and then filled into sterilized airtight packaging straight away.

## Labels

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If you are needing your product labels designed or printed, we highly recommend the team at [Long Story Short Print and Design](#). They print luxurious looking labels in gloss, gold, silver, rose gold, clear (and more!) that will help your products stand out from the crowd!

They offer short runs (just a 10 piece minimum) and their work is to a very high standard.

## Drop Shipping

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We do not have drop shipping services and we cannot pack your products to drop ship requirements.

## Cancellations

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Once payment has been made your order becomes non-refundable. If we do offer a refund there will be a 5% restocking fee which covers Shopify fees and administration costs. A 10% restocking fee applies for After Pay and ZipPay orders. We do not offer refunds on digital products.

## Supply Agreement

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To view our full legally binding supply agreement please [click here](#).

# Important Label Requirements

## THE FOLLOWING THINGS MUST BE ON EACH AND EVERY LABEL

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Please download our [Label Information catalogue](#) and make sure you include the following on each label.



### Full Ingredient List

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We have the full legal ingredient list in our label information document, this adheres to the NICNAS Standards.



### Caution Statement

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"Caution For external use only. Avoid contact with eyes. If irritation occurs, discontinue use. Store in a cool dry place"



### Directions For Use

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These can be found on your chosen products information page in our Label Information catalogue



### Sizing

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You must list the size of the product on the label, this is mL for liquid and grams for powder.

## ABC

### Font Size

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Font size must be at least 4pt. 6pt or higher is best.



### Layout

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Please make sure the labels have the logo to the left side so the ingredient and directions are on the right. This allows you to apply your product label more accurately.



### Contact Details

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You must add your business name and a full physical street address (PO Boxes are not permitted)  
We also recommend adding your email address and website.



## Delivery Time Frames

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**Samples:** 1 to 3 days plus shipping time

**10-500 units per product:** 3 to 30 days plus shipping time

**1000 units per product:** 14 to 30 days plus shipping time

**Salon Professional Products:** 3 to 14 days plus shipping time

**Bulk Products:** 3 to 30 days plus shipping time



*Please allow an additional 2-14 days for shipping, we ship all our orders from the Gold Coast. We do not have an express option so always allow enough time for shipping. WA, NT and TAS can take up to 14 days to arrive, once it leaves our lab.*

## Questions?

Don't hesitate to contact us via email if you have any questions about what you've read.

[info@privatelabelskincare.com.au](mailto:info@privatelabelskincare.com.au)

