



**THE FOLLOWING IS NEW IMPORTANT INFORMATION FOR ALL
TEXAS WHOLESALE NATURAL BEAUTY SUPPLIES / FTPL CUSTOMERS
(EFFECTIVE: JUNE 2020)**

As you are aware, things are changing around the world, namely the supply of packaging (bottles, jars and closures). As we go through our inventory and continue to procure products from around the globe we needed to make some changes. We are well stocked to supply your, and our other customers, packaging needs over the Summer through early Fall but we need to make some changes and have some commitments from our partners and FTPL clients.

Because of the volume of new customers and to better control and service all customers, if you can, PLEASE PLACE ORDERS FOR YOUR BUSINESS ONCE A MONTH. This will help keep processing and shipping times at a minimum for everyone. Orders placed more than 2x in a 30 day period may be subject to an extra handling fee.

Right now we are asking the following question to plan for June through the rest of the year:

Are you okay with packaging that may vary in color and size?

REASON: We will continue to try to send matching colors and sizes of your choice in each order. If we are unable to do so, we will let you know right away and ask if you are you okay with packaging that may vary in size in color? For example white closures vs black, vs textured? Amber jars that may be slightly taller or a little darker? Jars that may be more rounded vs straight? Please know that if you do not want any variances, this will delay your order.

New Policy Effective June 1, 2020

In order to fulfill the needs of all FTPL Customers, we are requiring that all accounts that are on the FTPL Payment Plan Program be up to date. There is currently a Five (5) Day Grace Period (Central Standard Time), which we are committed to keeping as I strongly believe this is the right thing to do. The Grace Period includes weekends, holidays etc. In order to keep this Grace Period in place we need to assess a REINSTATEMENT fee for accounts that are more than five days past due.

Effective June 1, 2020, there will be a \$50 Reinstatement Fee which must be paid immediately to continue to be in good standing in the FTPL program and must be paid before placing any future orders.

Any orders that have been placed and shipped that are not fully paid for are due June 1, 2020 (and no later than June 5th to avoid Reinstatement Fees). Please click link below to see your current account and payment due (invoice) as of June 1, 2020 for orders shipped where payment is still outstanding and/or your FTPL Monthly Payment Plan payment is due.

This statement is your invoice which includes your monthly payment plan payment, orders, and any other products and services provided under the FTPL Program.

OUR OTHER POLICIES ARE STILL IN EFFECT:

- Orders are not considered placed until payment is made. Shipping and handling is an estimate which means that you should expect to receive a separate invoice for shipping and handling when your order is ready to ship.
- You can safely add high quality scents at 1%. Please note the when adding any other ingredients, improper storage and handling, changing temperatures, etc. will change the quality, efficacy and integrity of the product and you do so at your own risk.
- No returns, items are purchased as is. You can cancel your order anytime in writing (email) within 3 business days.
- Inspect your shipment upon arrival and report any discrepancies within 24 hour and include pictures. Do not accept damaged packages and items from delivery driver -- by accepting them we do not accept any claims for any damages to contents of package caused by the carrier.
- As the seller and manufacturer of beauty products and services (Products and/or Services) you as the Buyer agree and understand that when placing any order from Texas Wholesale Natural Beauty Supplies through our Fast Track Private Label, Bulk Wholesale or Dropshipping program, we (the Seller and Manufacturer) shall have no liability to indemnify you or your customer (the Buyer) for any special, incidental or consequential hurt, harm, danger, damages or loss of limb or life that the Buyer shall claim that have been caused by the Products or Service and/or the use of the Products or Service, either to the Buyer nor to any third party. We do not accept any responsibility or liability for any use or misuse of any of our products and services.
- All taxes are the responsibility of the buyer.
- Orders will be shipped within 4 weeks via the most economical method. Please check your email for tracking number and shipping progress so that you are available to safely receive your shipment.
- All orders are processed in the order they are received on a first come first serve basis, with larger orders taking precedence.

Thank you for your understanding as we continue to make premium products and offer high quality services to you and your business.

Best regards,

Rhonda