

Maternity Leave FAQ

for retail customers

1. Will you still be taking orders?

Yes. However, expect a longer turnaround time. During my leave, we will be shipping orders only on Wednesdays. It's a good idea to place your orders before you're totally out of your goodies.

2. I'm local, can I pickup?

No, pickup will be on hold during my maternity leave. We offer free shipping on orders \$100+, calculated shipping rates (based on weight), and flat rate options.

3. Will Gabi be available for product questions via email or virtual consult?

I will have irregular, intermittent access to email. We will not be offering virtual consultations during my maternity leave.

Most product questions (including directions and ingredient lists) can be answered on individual product pages. We also recommend perusing our [Skin Care Guide](#) and [Hair Care Guide](#) and taking our quizzes for guidance on choosing products (found on our website under the header: Personalize).

Lindsay, our Production & Fulfillment Wiz, is available via email at info@mybrightbody.com

4.

What do I do if I need to talk to a person?

Lindsay, our wonderful Production & Fulfillment Wiz, will be holding down the fort while I'm out on leave.

If you have questions that are not answered by our [general FAQ](#), please send a note to Lindsay at info@mybrightbody.com. Please allow her 72 business hours to respond as she works for us part-time.

5.

I know Gabi! Can I get a special accommodation?

Over the 4.5 years of Bright Body, many of our customers have become friends. We pride ourselves on excellent customer service for everyone. However, as I enter this new phase of my life, I have new boundaries.

During my maternity leave I will be focused on recovering from birth and caring for my two newborns, and I will be unable to make special accommodations. This includes Bright Body related inquiries and messages sent to personal social media accounts, phone numbers, and email addresses.

Thank you in advance for respecting me, my family, and our boundaries during this time.



BRIGHT BODY