

## FREQUENTLY ASKED QUESTIONS

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### ARE THERE ANY FEES ASSOCIATED WITH SETTING UP A DROP SHIP ACCOUNT?

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There are no fees for setting up the account. The account will be set up upon the first order. A Pure Fiber associate will contact you to confirm the necessary information regarding your company and payment for setting up the account.

### HOW DO I PLACE AN ORDER?

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You can place the order online or email a filled order form to us.

### HOW LONG DOES IT TAKE FOR PURE FIBER TO PROCESS AND SHIP AN ORDER?

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Orders are normally processed within 24-48 hours and shipped within the same day or next business day. Does not include weekends or national holidays.

### HOW MUCH IS THE DROP SHIP CHARGE?

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There is a \$3.00 handling charge for each individual order.

### WHAT TYPE OF PAYMENT DO YOU ACCEPT?

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We accept Visa or MasterCard.

### WHERE IS THE ITEM SHIPPING FROM?

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We have distribution warehouse in Los Angeles and Vancouver in order to fulfill orders in both the U.S. and Canada.

### HOW CAN I FIND OUT ABOUT MY ORDER STATUS?

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After an order is processed and shipped, a tracking number will be provided and sent to you via e-mail.

### WHAT ARE YOUR SHIPPING CHARGES

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The shipping charge depends on the weight of total order. Our standard carrier is UPS.

### DO YOU INCLUDE THE INVOICE IN THE PACKAGING?

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The package will only include the product the customer has ordered. We will not include any packing slips or invoice that reveal Pure Fiber International's information. We will only attach partner's packing slip if it is sent along with the order to [dropship@pure-fiber.com](mailto:dropship@pure-fiber.com)

### WHAT METHODS OF DELIVERY ARE AVAILABLE?

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- We offer UPS Ground, UPS Next Day Air, 2 Days Shipping.
- UPS is our standard carrier as it guarantees our clients tracking and insurance that packages will be held responsible by UPS.
- USPS is also available.
- We provide no guarantee for any shipments carried by USPS. Customer is responsible for any lost or damage goods received from USPS.

### WHAT IS THE CUT-OFF TIME FOR NEXT BUSINESS DAY AND EXPRESS DELIVERY?

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The cut off time is 1PM. (Pacific Standard Time)

### DO YOU SHIP ORDERS TO CANADA?

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Yes, we do ship to Canada with a certain selection of products. Please contact us for more details about inventory availability in Canada.

### WHERE ARE YOUR PRODUCTS MANUFACTURED?

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Our products are manufactured in Pakistan and China.

### CAN I USE YOUR IMAGES AND PRODUCT DESCRIPTIONS FROM YOUR WEBSITE?

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You are more than welcome to use the images and descriptions on our website with our approval.

### WHAT HAPPENS IF THERE ARE ITEMS THAT ARE OUT OF STOCK?

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We have a new back order policy. We will no longer be able to take back orders for items that will be out for more than two weeks. Please resubmit the order after the given time. You will be notified of when the item(s) will be in stock. This ensures that we will be able to process your order more efficiently. It also allows you to make sure that your customer still wants the product. This policy is being introduced in order to better serve our clients.

### CAN I SELL ON EBAY, AMAZON OR ANY OTHER AUCTION SITE?

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Yes, you can.