

DROP SHIP INFORMATION

To Our Valued Customers,

The following information is for drop shipping and how it works.

When a drop ship order is being placed you can phone the order in to **1-800-876-4363**. Please make sure to have the customer's complete name and address ready. Also have ready the style number, color, quantity and size for each item. You can also place an order by faxing it to **570-489-5619**, by emailing it to emdropsip@aol.com or through our online order center on our web site, www.elegantmomentslingerie.com. The online order center or email would be the preferred methods of order placement for the drop ship department. Please have funds available on your credit card before placing your orders.

There will be a drop ship fee of \$3.50 (**per customer per order**). This does not include the merchandise or freight.

Shipping estimates are as follows (based on a 1 pound package):

Estimated standard shipping, depending on zone, in the continental United States:

Standard \$3-15

2nd Day \$15-25

Overnight \$25-35.

The majority of ground drop ship orders are sent USPS using either First Class Mail (13 ounces or less) or Priority Mail. Expedited shipments (3 day, 2nd day, overnight) are sent through FedEx or UPS.

International drop ship orders are sent via Priority Mail International through the post office. Shipping time is estimated at 6 to 10 business days. International rates will vary depending on the country of destination.

These are merely estimates. Shipping charges fluctuate and may change without notice.

We will not know the exact shipping costs on any order until the order is packed and processed through the appropriate shipping system with your customer's delivery information.

All orders ship out of our office with a label that denotes your company name in an abbreviated or coded form (for the purpose of discretion), "Distribution Center" & our address.

As each order is placed you will be notified of the order shipping and a tracking number for that package. You will also be notified if any items are on currently out of stock or sold out/discontinued. You must then reply to advise us as to how you want us to handle both the unavailable and available items. Any changes on a drop ship order, regarding an out of stock or discontinued item, must be emailed to emdropsip@aol.com. Drop ship orders that need to be cancelled must be done so by emailing emdropsip@aol.com, to have a written record of the cancellation. We will not accept cancellations on drop ship orders over the phone.

We do not include any invoices/packing lists in your customer's package unless you provide us with a copy of your own invoice/packing list with your order. If you are planning to create your own invoices/packing lists to be included in your drop ship orders, your orders should be placed by emailing them to emdropsip@aol.com (one order per email) with the corresponding invoice/packing list included as an attachment. Please do not place drop ship orders online and email the invoices/packing lists separately, as that may result in the order being processed and shipped twice.

AT NO TIME DO WE CONTACT YOUR CUSTOMERS OR SELL ANY CUSTOMER INFORMATION TO ANYONE!

Returns / exchange: Please establish your policy & send us a copy if you would like it included it with all of your orders.

All packages are wrapped and shipped discreetly in unmarked packages (UPS, FedEx or USPS boxes).

Most orders ship within 24 to 48 hours. If you have a drop ship order that needs to go overnight or 2nd day, please try to have that order placed by 2 p.m. EST.

We are here to serve you Monday through Friday form 9a.m to 5 p.m. EST. Please feel free to email us with any questions or concerns at emdropsip@aol.com or you can call our office at 1-800-876-4363.

We look forward to doing business with you.