



VOLCANICEARTH
N A T U R A L S K I N C A R E

FREQUENTLY ASKED QUESTIONS ABOUT OUR WHOLESALE DROP SHIPPING PROGRAM

Below are some frequently asked Questions and Answers.

1. Where do you ship from? Either from our headquarters in Port Vila, the capital of Vanuatu in the South Pacific or directly from Australia if Vanuatu Post can't ship to the destination country (for example, Canada or Europe). We have inventory stock and a shipping agent in Australia and Australia Post virtually ship worldwide.
2. Do you have any account setup fees? - No
3. Do you do private label and/or blind ship? What fees are required? – We don't allow private labelling within our Wholesale Drop Shipping Program. We also do not allow blind shipping as a general rule. However, we may allow exceptions for resellers who prove themselves through high volume sales. After all, it is unlikely that a reseller has any real brand awareness of their own when they are just starting out. When we do make these exceptions, there are still no fees.
4. Do you have any monthly subscription fees? - No
5. Will you charge us any extra fees, open or hidden charges, direct or indirect charges, etc. apart from the item selling price in order to ship the item direct to our customers with our label? No except of course, the costs of shipping the item or items to your customers. We don't ship items with the reseller's label – refer to Item 3 above.
6. After opening an account with you, how long do we have to wait to before starting to sell? You can start immediately.
7. Do you have handling or packaging fees? - No
8. Maximum how long would we have to wait for a reply when emailing your customer support? Up to 24hours as we are in a completely different time zone and do need our sleep!
9. How much do we need to spend to get a discount on each item? Not Applicable as resellers are already buying at Wholesale and retain the full retail mark-up. Consequently, there is no margin left for us to offer any discount on our Wholesale Pricing or further incentives to sell more.
10. What is your minimum and maximum quantity order? We don't have any minimum order quantities. As to maximum order quantities, we have never run into this problem with drop shippers.
11. How are the items labeled? As per the products displayed on the Volcanic Earth website.

12. Are the items packed or packaged? The items are usually bubble-wrapped and then packaged in either a padded jiffy bag or in a box (depending on the size of the order).
13. What are your terms of payment? Payment for each product order (and the shipping costs) is up-front. You have the choice of paying via Visa Card, Mastercard or PayPal. There are no monthly fees.
14. What are your warranty policies? Please refer to information on our Reseller's Page and/or to our Terms And Conditions Page at:- <https://volcanicearth.com/terms-and-conditions/>
15. What are your guarantee policies? Please refer to information on our Reseller's Page and/or to our Terms And Conditions Page at:- <https://volcanicearth.com/terms-and-conditions/> .
16. What shipping service or services do you use? Please refer to Item 1 above.
17. Are tracking numbers available? For most countries the answer is yes. However they do cost an extra \$5.00US per order and you do have to specifically request them whenever you are placing an order. Just include it in the "Special Requests" box when you come to it or you can email us separately at sales@volcanicearth.com requesting a tracking number.

If your order is going to a customer in any of the following regions, we strongly suggest you request a tracking number:-

South America, Mexico, Arab Countries, Canada, Africa, Asia, UAE, EU and the Caribbean.

Note: While tracking numbers are available, the online tracking service offered by Vanuatu Post generally doesn't work as it relies on postal workers in other countries entering date online which they generally fail to do. However, tracking numbers are still valuable as Vanuatu Post seem to be able to track orders internally if they do have a tracking number. If an order hasn't turned when expected and you let us know, we can then contact Vanuatu Post to find out where it is. Just remember, this is not possible without a tracking number.

18. Do you ship internationally? What countries do you ship to? What are your shipping policies? Please refer to the information below and on our Reseller's Page at: - <https://volcanicearth.com/resellers/>

Under normal circumstances, Shipping Times are as follows:-

Near-Pacific Countries (eg. Australia, New Zealand, New Caledonia and Fiji) – 7-14 days from date of posting

USA/Asia – 10-14 days from the date of posting

Canada/UK/Europe/South America/Rest Of World – about 21 days from the date of posting

Even then, shipping times may take a little longer than normal as plane flight schedules are currently affected by restrictions imposed as a result of Covid. However, our customers don't seem to mind – they are just thankful that they can order and that we can ship international orders out to them in these countries as many other companies can't at the moment.

19. Who pays import and export tax (Customs & Excise)? Any taxes or duty payable at the other end are the sole responsibility of the purchaser/reseller.
20.
 - a. What are your refund policies? Please refer to information on our Reseller's Page and see <https://volcanicearth.com/terms-and-conditions/>
 - b. Do you charge any refund fees? Please refer to information on our Reseller's Page and see <https://volcanicearth.com/terms-and-conditions/>

- c. Do you charge for charge-backs or failed credit card charges? No
21. What are your return policies? Do you charge any return fees? No, we don't charge any return fees. As to our return policies, please refer to information on our Reseller's Page and our Terms and Conditions Page as referred to previously.
22. Who pays shipping for replacement deliveries? We do unless we were given the wrong or incomplete address in the first place.
23. Who pays shipping for returns where no replacements would be made, us or you? Please refer to information on our Reseller's Page and see: <https://volcanicearth.com/terms-and-conditions/> .
24. a. How long do we have to wait before you give a refund when a refund request is made? Please see <https://volcanicearth.com/terms-and-conditions/>. However, where a refund is justified, the refund is normally immediate.
- b. Do you wait for the item to be returned to you before giving a refund or do you give the refund immediately when requested? See:- <https://volcanicearth.com/terms-and-conditions/>
25. When did you start trading and when did you start drop shipping? Volcanic Earth started trading in 2003 and has operated its drop shipping program for over 15 years.
26. a. How often do you update your stock levels on your website? We don't post up stock levels on our website and we rarely run out of any stock. We are the manufacturer and can usually do a quick product production run if needed.
- b. When you're short on stock and we make you an order, maximum how long would we have to wait for you to restock and dispatch it to our customers? - anywhere from 1 day to perhaps a week.
27. Are you willing to include receipts when shipping the items with our brand names and addresses on the receipts? If so, is there any extra charge for this? No, we don't generally blind ship. We also don't include invoices with the order as it is being sent to the drop shipper's customer and our invoice is to the drop shipper and it's not their customer's business. The only exception to this is where the order is for the reseller and not one of his or her customers in which case we do include an invoice.
28. When a customer complains against an order because the item didn't arrive or was found broken after opening the packaging, maximum how long does it take you to investigate and solve the problem?
- This varies depending on the problem. If an order hasn't arrived within the normal time frame we suggest giving it another week but as soon as it becomes clear to us that the item has been lost in the post we send a replacement free of charge (including the shipping). In the case of an item arriving broken and being provided with photographic proof, we send a replacement without delay.
29. Do you send out email notifications? Yes, we email the drop ship reseller advising as to the date the order was delivered to Vanuatu Post and when their customer can expect to receive their order. The drop ship reseller is then expected to send a similar email direct to their customer.
30. Do you provide product descriptions and photos? Yes, you will find a product Inventory File (in Excel) that you will be able to download from the special Reseller Page.
31. Can I sell your products on eBay and/or via a shopify or other online store? Yes
32. Can I sell your products on Amazon? No – not as a general rule. However, we reserve the right to make an

exception to this policy. For example, if the reseller is an existing Amazon seller and we feel that the applicant/reseller has a proven and outstanding record as an Amazon seller or has the capacity to be so.

33. Do you have a sales representative I can speak to? What will be the best way to contact them? You can contact me, Barry Roche (barry@volcanicearth.com), as I am the Export Partner of Volcanic Earth and the best method is email due to the difference in time zones.
34. As an authorized Volcanic Earth Drop Ship Reseller, am I able to purchase product at Wholesale for my own personal use and/or testing purposes? Yes and you can even purchase product at wholesale for members of your immediate family.
35. As an authorized Volcanic Earth Drop Ship Reseller, how do I place orders?

Once you have registered as a Dropship Reseller at <https://volcanicearth.com/wholesale-registration/> and receive your log in details, you simply log in at <https://volcanicearth.com/my-account-2/> to place an order and you should see our Wholesale Pricing. Find and place the order in your name at Wholesale but when prompted by the shopping cart for shipping details, provide your customer's name and shipping address. Of course, if you are ordering for yourself then you'd give your own shipping address.

36. Do you have any recommendations for success as a Drop Ship Reseller?
- (a) Yes, while there is no requirement to make any product purchases prior to you making sales, we do encourage you to try a few products first yourself. If you can afford it, we recommend that you purchase our "Start-Up Business Pack" which was specifically created at the request of some of our drop ship resellers. It is always difficult to sell products you haven't tried personally and placing at least one order will give you first-hand experience of the buying process, shipping times and the level of customer service we strive for. However, whether you follow these recommendations is entirely up to you.
- (b) At Volcanic Earth we don't try to "sell" products but rather, we target those niche groups that have a skin problem or condition (eg: acne, scarring, aging, eczema, psoriasis, dry or sensitive skin, etc) and then offer them a safe and effective solution for their skin issue.
- (c) Don't just build a website and think that the sales will come rolling in – they won't. You will need to ensure that you have plenty of original content and excellent SEO (search engine optimization) and be prepared to do some forms of marketing, especially social media sites like Facebook and You Tube.

TESTIMONIALS

"Hi Barry,

Thanks yet again for a speedy reply. I have been dealing with other companies and to be honest you have been by far the most efficient and helpful so thank you so much!

I really appreciate the best sellers list which will be a great help. If I have any other questions I will be back in touch.

Have a great Tropical Christmas and I look forward to working with you soon with our first order!

Best Regards"

Ian Hoban, Merseyside , England – 21st December 2017

(Authorized Volcanic Earth Drop Ship Reseller)

“Hello Barry. Thank you for your prompt reply....and apologies accepted. It is great that you are employing indigenous Ni –Vans in your business...it gives them a sense of purpose and eventually pride in their work. It is just so good to work with a drop ship supplier who is a good communicator and obviously honest.

As an aside, the products I have ordered for myself are absolutely great and I will be personally ordering some more sometime soon. Take care and give my best wishes to Jane.

Kind regards,”

Janet Smith, NSW, Australia

“Barry, I must say that I am very impressed with the consideration and the amount of detail you provided to respond to my inquiry. I have never come across someone in an administrative position, particularly on an online website, who has gone to the lengths you have to provide information to a potential customer. So professional and gracious. This speaks well for you and your company.”

Kind Regards

Rose Low, Canada

“I have received the starter pack, it came within a week. I am so excited, I have started testing the products, they are fantastic I am blown away with the result. Thank you so much, I am now introducing them to my customers and I will be starting my marketing campaign at the end of the month. Great product, professional company. I am truly impressed with Volcanic Earth products and company. Thanks again”

Karen Taylor, West Midlands, United Kingdom

(Authorized Volcanic Earth Drop Ship Reseller)

So, if you believe in Volcanic Earth products and you want to offer safe solutions to your customer’s skin and hair care problems, become a Volcanic Earth Drop Ship Reseller today – we’re not perfect and you won’t be either but if we work together, we can make a difference in the lives of those we serve and prosper in the process.

Tropical Regards,

Barry Roche
Export Partner,
VOLCANIC EARTH

