

## Clarification on Ordering Biophora Products

It is our priority at head office to process your orders **accurately and efficiently**, so we are requesting that you kindly assist us by incorporating the following steps:

**\*\*\*First, ensure you are using the most current order form with the most up-to-date pricing. Email [judi@biophora.com](mailto:judi@biophora.com) and you will be sent the most current form.**

### Order in one of 3 ways:

1. **Simply write out your order in an email and include:**
  - a. The ML of the product (i.e.) 15ml or 50ml
  - b. Specify: Full Size kit, Travel kit, MINI, or Professional size

### OR:

2. **Use the most current Excel Biophora Order Form**
  - a. Save the form on your computer for all future orders
  - b. Fill in your order, **DATE** it and save it by **DATE** for your future reference & records
  - c. Attach it to an email **with "Order & clinic name" in the subject line**
  - d. Send your order **ONLY** to [conde@biophora.com](mailto:conde@biophora.com)
3. As a last resort, you may call in your order 416-410-7229 or Toll Free 1-866-421-6320 (this option is not advised as it can potentially minimize the accuracy of your order)

### **Either way you choose to record/submit your order, ALWAYS include:**

1. Date of the Order
2. Name of your clinic or medspa
3. The first and last name of the contact person
4. Phone # where order details can be clarified if needed
5. Ensure that your credit card is up-to-date and on file with Head Office

**\*\*\*Unfortunately, we will not be able to effectively process your order without this info.**

### Please note:

1. We do not ship on Friday to prevent your products being detained in non-optimum temperature conditions over the weekend.
2. Photos of the order do not print clearly, are not readable and cannot be processed.
3. For every \$500.00 worth of product ordered, your office will receive \$10 off your shipping costs. Consider ordering more products less frequently and you will always save on shipping!
4. Ongoing bonus; when you order 12 of any Biophora retail size product, you get one free! (Excluding kits, duos, travel sizes, and cabin sizes).
5. **Note that if you do not receive your order within the expected time of delivery, please contact us right away so we can track your shipment immediately. Thank you!**
6. **Also, please be aware of the security of your deliveries. If you have a location that is vulnerable to theft, please have your shipment delivered to another address i.e., home, or arrange a signature for delivery.**

Thank you so much in advance for your cooperation in helping us deliver your products accurately, quickly, and safely.