

Order and Shipping

Placing orders; Orders must be placed via <https://www.marseille-soapflakes.com/>

Dropshipping; It is possible to have products shipped directly to your customers. (So-called dropshipping.) Ordering products works in the same way, only you enter a different delivery address. In addition, it is possible to add an invoice or packing slip in PDF file to your order. We print these out and send it with the order. This can be uploaded in step 2 of the ordering process.

Watch out! Without a PDF file, no packing slip is used.

Delivery time; If in stock, the delivery time is 1-2 business days. Orders before 16:00 are shipped the same day. When a product is out of stock, you will always be notified. Orders are placed in backorder and delivered as soon as all products are in stock.

Dispatch; For shipping, Vitex Natura wholesale makes as much use as possible of reused boxes. Fragile orders are filled with 100% biodegradable filler.

Invoicing

Costs; The transaction + shipping costs are 12.85 euros excluding VAT per order up to 30kg to the UK.

Invoicing; Invoices are sent by email. Invoices must be paid within 30 days. Dropshipment orders can be billed separately or by means of a collection invoice.

Order; The order is always on prepayment. You will receive a proforma invoice. When it is met, the products are shipped.

Range

Online posting of products; Vitex Natura Wholesale does not work with product feeds. It is therefore not possible to link your webshop database. Products must be placed online by the seller himself. Of course it is allowed to use text and photo material from the website.

Price and assortment changes; In case of price changes or assortment changes, the seller is informed by email or via an update notification in the product overview. The seller is responsible for changing prices or product information on his website in a timely manner. Or track whether products are out of the range.

Returns

Returns; For proper and prompt handling, returns should always be sent with the complaint form (RMA). This can be downloaded from the website.

The selling party can have the order returned directly to the Vitex Natura Wholesaler or first receive it yourself. When there is no (packaging) damage, Vitex Natura Wholesaler will reimburse the full order amount.

In the case of packaging damage, a percentage of the order amount is withheld. This will be reviewed per order. The costs for returning are at the expense of the selling party. Returns are always credited.

If a replacement item needs to be shipped to the customer, you can place a new order on the Vitex Natura Wholesaler.

Watch out! The shipping costs, as well as the return costs, are always for the selling party and are not reimbursed by Vitex Natura Wholesaler.