



# Private Label Skin Care FAQ's

## **What is included in the price of my Private label product?**

We like to be able to provide a complete product to you. Included in the unit price for each item, you receive a packaged product which comes labeled with your Logo. You have 3 packaging options & 3 label layout options to choose from.

## **Can anyone order Private Label Products from ACPHARM QLD?**

Unfortunately no. To be able to purchase our private label range, we require you to be a registered business/beauty therapist or spa/clinic owner. Because our range is medical grade, adequate training and knowledge on skin care products is a requirement.

## **How long will my order take to be ready?**

ACPHARM offer a maximum of 5 business days turn around on all private label orders. If requiring delivery within Australia, please allow a further 1-2 business days.

## **What areas/cities/states/countries do Australian Custom Pharmaceuticals service?**

We can service Australia wide with our reliable FASTWAY courier or Australia Post Express. We offer flat rate postage of \$20 per order. Please contact us for more information on international delivery.

## **Can I sample products before I buy them?**

Yes, we offer full size samples to you at our bulk buying price for your first order. This enables enough product for you to effectively test and trial the product to its full ability. To place an order for samples, simply fill out the 'SAMPLE ORDER FORM' and return it to us via fax/email.

## **What if I am not happy with my custom designed label?**

ACPHARM QLD use a label template which contains all the legalities for the cosmetic industry. We have 3 label layouts to choose from which can be customized with your logo/ text and chosen product information. If you require a label that is completely different to our generic Private Label design, you will need to supply your own design which can be submitted as either a high quality JPG or PDF file. We can advise you of the label sizes. However, you will need to ensure all the required information is included on the label before it can be printed. Once we both approve of the Label, we can go ahead. You can also have the labels printed yourself and provide them to us to label the bottles if that is preferable.

## **Can we use different packaging?**

We offer 3 different options for packaging. If you're not happy with our packaging options, you can provide your own, however this will not discount the price of your product. Our packaging has been tried and tested for over 4 years with our products so we can guarantee our packaging. Due to different consistencies in our products, if you use your own packaging, we cannot guarantee that your selected packaging will be suitable for the products.

## **Can we make slight changes to the current range?**

Our private range formulas have been trialed and tested to ensure a quality, stable product. If you want to make any changes or create a new custom product, it can be quite complex and a formulation fee of \$2000 is required. This covers ingredients, the formulation process and maximum of 4 samples until you are satisfied with your new product. If you would like to enquire further into the formulation process, please email us at [goldcoast@acpharmqld.com.au](mailto:goldcoast@acpharmqld.com.au)

## **How do I make future orders?**

Simply fill out the order form in full and email, fax or drop it in store and your order will be placed. If it is a first time order with us, please ensure to fill out the 'FIRST TIME ORDER FORM'

## **What payment options do you provide?**

We offer Mastercard/Visa/AMEX, bank transfer, cheque and cash. We do offer 30 day accounts to customers with evidence of consistent orders OVER \$2000.



# Private Label Skin Care FAQ's

## **Can I return my product if I am unhappy?**

If the product or packaging is faulty or not working as it should be, we will replace the product free of charge. Unfortunately we cannot replace or return due to change of mind.

## **What is the safe lifespan of Australian Custom Pharmaceuticals products?**

Our products contain minimal hazardous chemical additives that are bad for you and are used to prolong shelf life. However, our products still maintain for 6 months after opening and 24 months from date of manufacture. Manufacture dates can be found on the base of your bottle.

## **Is there a discount for bulk buying?**

Yes there is if you purchase a bulk amount of one product.

50+ units = 15% discount

100+ units = 20% discount

500+ units = 35% discount

1000+ units = 50% discount

## **What is the maximum order I can purchase?**

We can do at maximum of 5000 units per order.

## **What is the minimum order I can purchase?**

ACPHARM have a minimum order quantity of 5 units per product. We do however allow a minimum order quantity of 1 unit for your first sample order.

## **Are Australian Custom Pharmaceuticals products tested on animals?**

Absolutely not! We are animal lovers here at ACPHARM and do not test or trial any products on animals.

## **Are Australian Custom Pharmaceuticals products paraben and sulphate free?**

ACP have been tirelessly formulated and developed to ensure that both of these nasty additives are no longer used in any of our product ranges.

## **What if I want a different product to what you offer?**

We do offer a formulation service for those who want to design their own product for a fee of \$2000. This \$2000 includes approx. 1 month of study, trialing and testing by a cosmetically trained pharmacist and 3-4 samples. At the end of the formulation process, once your product is fully developed, this will be your own unique product which we cannot sell or offer to anyone else.

We will converse throughout the process on how your formulation is coming along. To begin this process, you just need to have a clear idea of the type of product you want and our pharmacist will be able to advise if it is achievable. Contact us if you require further information regarding this.

## **How can I contact ACPHARM QLD?**

We are open Monday-Friday 8.30am-5.00pm AEST

EMAIL: [goldcoast@acpharmqld.com.au](mailto:goldcoast@acpharmqld.com.au)

Address: 24 Surfers ave, Mermaid Waters QLD 4218  
07 5526 5422