

- **Bulk order Requests must be received by dōTERRA before 2:00PM the afternoon prior to the day you wish to pick up.** There will be no exceptions to the deadline. Please do not come to pick up your orders the same day you request a pick up. Please send requests to [singaporebulk@doterra.com](mailto:singaporebulk@doterra.com). To ensure your email has been received, watch for the automatic email response.
- **Bulk Order Requests received after the 2:00PM deadline will be ready approximately two business days after the email is received.** Examples:
  - Bulk order requests received by the bulk desk at 2:30PM on Monday will be ready for pick-up the following Wednesday.
  - Bulk order request received Friday after 2:00PM will be ready for pick-up on the following Monday.
  - Bulk order Requests Received Saturday or Sunday will be ready for pick up the following Tuesday. Again, we cannot make exceptions to this rule.
  - Bulk orders may not be picked up after 8:30PM on weekdays.
- **Bulk order requests must include names, consultant numbers, and order numbers.** An order can only be included in your bulk order if it has been processed and paid for.
- **Once a bulk order is printed, packed, and completed, we can no longer add or remove any orders.**
- **Please communicate with those whose orders you are picking up.** Make sure your team members approve of their order's inclusion in your bulk order request. Sadly, we often have Wellness Advocates come to our Singapore Location expecting to pick up their order only to find it has already been picked up in a bulk order.
- **Member Services will provide support if one of your team members discovers a discrepancy in their order.** Discrepancies must have been brought to our attention within 30 days. Have the member call +65 6801 6900 to notify Member Services of the discrepancy.
- **We offer limited walk-in bulk order service of between 7 and 16 orders.** Please be aware that we cannot always accept walk-in bulk orders, especially days of high bulk order volume. We strongly recommend emailing ahead of time rather than relying on a walk-in.
- **Our busiest days are the 1<sup>st</sup>, 5<sup>th</sup>, and 15<sup>th</sup> of each month.** Additional time may be required to complete your request. If more time is needed we will notify you by email and phone call as soon as possible along with an expected ready time.
- **For any questions regarding bulk orders:** Please view our Bulk Order FAQ or email: [singaporebulk@doterra.com](mailto:singaporebulk@doterra.com).