

Optimized delivery service

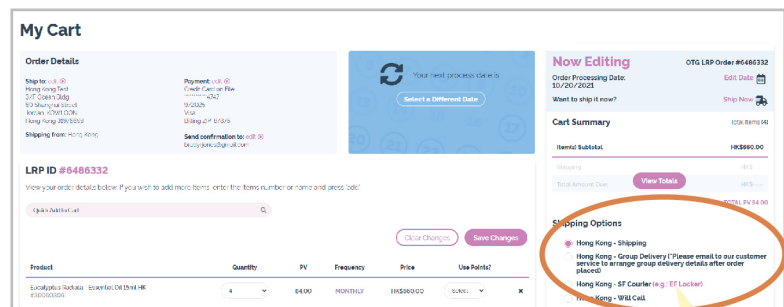
Follow a few easy steps

Delivery Fee

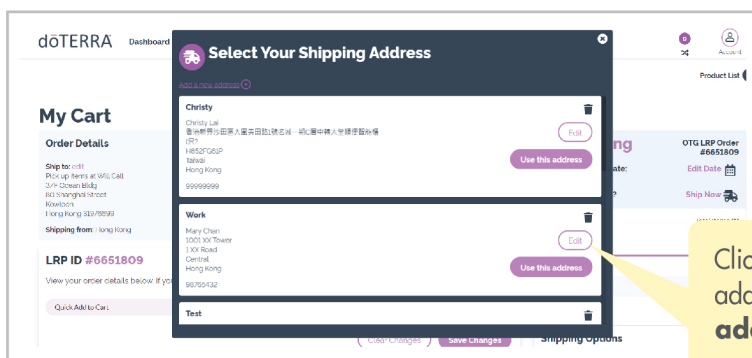
Single Order Amount	Delivered to Hong Kong	Delivered to Macau
HK\$0-1,999	HK\$30	HK\$120
HK\$2,000 or above	Free of charge	Free of charge
Combined Shipping	HK\$10/single order (Starting from November)	

Set up the shipping options/delivery address to complete the order

1



When placing a new standard / LRP order on the virtual office (EVO) at www.doterra.com.hk, select the shipping option (Shipping / Group Delivery / SF Courier / Will Call) at the lower right corner.



Click **"Edit order"** and choose/edit/add a shipping address. Please provide a **complete "delivery address"**: floor, unit number, residential building and number, street, estate or district, city, region (Hong Kong, Kowloon or New Territories).

When choosing group delivery when placing an order

All orders in the group delivery request should be sent to the **same shipping address**



When all orders are completed and please received the order numbers, send the information to hongkongservice@doterra.com to **inform the customer service to arrange the group shipping**



After receiving the confirmation email, delivery will be arranged on the second working day.



The cut-off time for next day delivery orders is 3 p.m. from Monday to Friday. Orders submitted after 3 p.m. will be processed on the next working day.



SMS Notification/ Call Notice

2



SMS
【SFDCS】dōTERRA 訂單 DT100562571 將於 10月01日派送，送貨員當天將與您聯絡。查詢請電：35075242 / 追蹤：<https://bit.ly/3A1yMPH>。如上述日期未能成功派送，貨品將退回公司，顧客或需再繳付運費，客服熱線：31976699

(SMS sample)

After the order is successfully placed, the order tracking number and delivery date will be **sent to the recipient's mobile phone via SMS notification**



30 minutes before arrival on the day of delivery, the courier will call the recipient to notify the delivery.

- All remote areas require about 3-5 working days for shipping
- Delivery service operates Monday to Saturday (except public holidays), 9 am to 6 pm
- * If the delivery is unsuccessful, the goods will be returned to the company. Our customer service will contact the member to reschedule the delivery, and the customer may need to pay the required shipping fee again

Order tracking



First Choice



DOWNLOAD APP
SF Supply Chain



供应链可视化

Android 下载

iPhone 下载

3

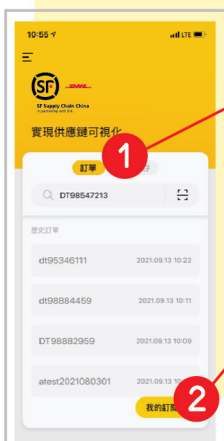
Track
Delivery
State



Second
Choice



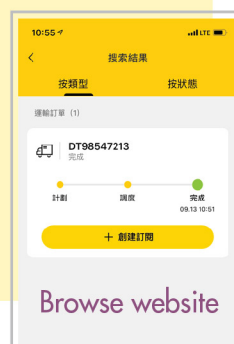
SFDCS Website



Enter order number

Standard order DTXXXXXXXXXX
Combined order INVXXXXXXXXXX
SF Smart Cabinet DTXXXXXXXXXX

Click My Subscription



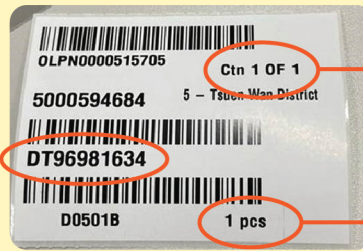
Browse website

Reminders on Receiving Goods

Before
signing
off
your
deliver

1 Please check

1 Order number
(the 10-digit number
starting with DT)



2 The number of
boxes received

3 The total product
category received.

2 If the outer box is found to be
leaking or dented when receiving
the goods, you have the right to
reject it, and the customer service
will contact and arrange
for another delivery.



3 To protect the rights of members and the
company, all delivery orders will be sealed
with "dōTERRA" adhesive tape. Members
are responsible for checking whether the
goods have been disassembled by a
third party immediately upon receipt
and signing and carefully check and
count all products.

Incorrect/Damaged Goods

If you find an error or damage to the product after receiving the order, please **email us within 48 hours after receiving the order**, and prepare the following information*:

- Member Number
- Order Number
- Mistaken Product Name and Quantity
- Two photos - shipping order label and shipping box (including photos of received goods)

Photo Requirements

- 1) Shipping order label - Please clearly capture the information on the shipping order label. You can take the photos below as a reference.
- 2) Shipping box (including photos of the received products) - Please take a photo together with all the products you have received and the shipping box. You can take the photos below as a reference.



dōTERRA is not responsible for any loss/damage caused by a third party not entrusted by the company after the goods are opened during the delivery, as well as product damage or loss caused by circumstances beyond its control. This exemption clause applies to including but not limited to the acts or omissions of the recipient of the building management office when receiving the goods on their behalf.