

dōTERRA[®]

BULK ORDER COLLECTION GUIDELINES

1. Bulk order collection request and its respective collection timeline are shown below. There will be no exceptions to the collection timeline. Please do not come to pick up your orders the same day you request a pickup. Please fill in Bulk Order Collection Request Form and send to malaysiabulk@doterra.com. To ensure your email has been received, watch for the automatic email response from us.

Date Requested	Collection Timeline
Monday-Friday	2 Working Days
Saturday-Sunday	3 Working Days
Public Holiday (Tuesday-Thursday)	2 Working Days
Public Holiday (Friday-Monday)	3 Working Days

2. Bulk Order Collection Request Form must include names, WA numbers and order numbers. An order can only be included in your bulk order collection request if it has been processed and paid for.
3. Once the collection request is printed, packed and completed, we can no longer add or remove any order collections.
4. Please communicate with those whose orders you are picking up. Make sure your team members approve their order's inclusion in your bulk order collection request. Sadly, we often have members coming to our Product Center and expecting to pick up their order but only find out that their order has already been picked up in a bulk order collection.
5. Customer Services will provide support if one of your team members discovers a discrepancy in their order. Discrepancies must be brought to our attention within 7 days. Have the member to call +603 2633 7888 to notify Customer Services of the discrepancy.
6. We offer limited walk-in bulk order collection service of between 5 to 10 orders. Please be aware that we cannot always accept walk-in bulk order collection request, especially during days of high bulk order collection volume. We strongly recommend emailing ahead of time rather than relying on a walk-in.
7. Our busiest days are at the 1st, 5th, and 15th 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 collection time.
8. For any questions regarding bulk order collection request, please refer to our Frequently Asked Questions or send your enquiry to malaysia@doterra.com.

FREQUENTLY ASKED QUESTIONS

1. Where is your store location and what is your operation hours?

Location:

BO3-B-05-01, Menara 3A,
No. 3, Jalan Bangsar, KL Eco City,
59200 Kuala Lumpur

Operation Hours:

Monday, Wednesday and Friday: 11:00 A.M. to 7:00 P.M.
Tuesday and Thursday: 11:00 A.M. to 8:00 P.M.
Saturday: 11:00 A.M. to 3:00 P.M.

2. How do I submit my bulk order collection request?

You may fill in your Bulk Order Collection Request Form and send to malaysiabulk@doterra.com.

3. What is a bulk order?

Bulk order contains 10 or more orders OR an order contains 20 or more pieces of the same item.

4. What services are available on Saturday?

You are able to pick up your completed bulk order collection request at the stipulated time. We do not accept walk-in bulk order collection service on Saturday.

5. I've already sent in my bulk order collection request but I have other orders to pick up. What should I do?

Unfortunately, once we have received your first bulk order collection request, we will not be able to adjust it. If you have additional orders, you may fulfil them at the Product Center counter. If you have additional 10 or more orders to pick up, you may email them to us in a separate email and we will process them as a separate bulk order collection request. We cannot guarantee that the second request will be completed at the same time as your first request.

6. Where can I get the Bulk Order Collection Request Form?

You may download the Bulk Order Collection Request Form from
https://www.doterra.com/MY/en_MY/forms

7. What should I do if I encounter problem in my bulk order that I have picked up?

Any problems with bulk orders can be addressed through Customer Services at +603 2633 7888.

8. How will I know when my bulk order is ready for collection?

An email will be sent to you when your order is ready to be collected.

9. What if I need to pick up my order early?

We cannot guarantee that your order will be completed if you come in to pick it up before the estimated collection time. We only fulfil bulk order collection requests in the sequence they are received, and cannot prioritize any order collections due to time constraint.

10. Do you offer walk-in bulk order collection service?

Yes, but on a case-by-case basis. The limit for walk-in bulk order collection is between 5 to 10 orders. If our bulk order collection volume is too high, we reserve the right to deny walk-in bulk order collection request. Please do not rely on a walk-in to fulfil your bulk order collection; if at all possible, please email us ahead of time with your bulk order collection request. This will save your time and be more convenient for you as you can avoid the possibility of having to wait in lines.

Updated 01082022