

### Q Where is your location and what are your hours?

#### A Location:

8 Temasek Blvd  
#04-01 Suntec Tower 3  
Singapore, 038988

#### Hours:

Monday–Friday, 12:00PM to 8:30PM  
Saturday 12:00PM to 4:30 PM

### Q How do I submit my Bulk Order Request?

A Email [singaporebulk@doterra.com](mailto:singaporebulk@doterra.com)

### Q What is considered a bulk order?

A A bulk order is seven or more orders.

### Q What services are available on Saturdays?

A You are able to pick up your completed bulk order at any time on Saturdays. We do not accept walk-in bulk orders on Saturdays.

### Q I've already sent in my Bulk Order Request but have other orders to pick up. What do I do?

A Unfortunately, once we have received your Bulk Order Request, we will not be able to make modifications. If you have additional orders, you may fulfill them at the Will Call counter. If you have an additional seven 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. We cannot guarantee that the second request will be completed at the same time as your first request.

### Q How should I format my bulk Order Request?

#### A: Please go to to download the form:

[http://www.doterratools.com/documents/Singapore\\_Bulk\\_Order\\_Request\\_Form.pdf](http://www.doterratools.com/documents/Singapore_Bulk_Order_Request_Form.pdf)

### Q What if I have encountered a problem in my bulk order that I have picked up?

A Any problems with bulk orders can be addressed through Member Services at +65 6801 6900.

### Q How will I know when my bulk order is ready?

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

### Q What if I need to pick up my order early?

A We cannot guarantee that your order will be complete if you come in to pick it up before the estimated ready time provided. We fulfill Bulk Order Requests in the order they are received, and cannot prioritize orders due to time constraints.

### Q Do you offer walk-in services?

A Yes, but on a case-by-case basis. The limit for walk-ins is between 7 and 16 orders. If our bulk order volume is too high, we reserve the right to deny a walk-in bulk request. Please do not rely on a walk-in to fulfill your orders; if at all possible, please email us ahead of time with your orders. This will save you time and be more convenient for you as you will avoid the possibility of having to wait in lines.