

- **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. 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 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 ready time.
- **For any questions regarding bulk orders:** Please view our Bulk Order FAQ or email: singaporebulk@doterra.com.

Q Where is your location and what are your hours?

A Location:

111 Somerset Road,
#12-28 TripleOne Somerset,
Singapore 238164

Hours:

Monday–Friday, 10.30AM to 8.30PM
Saturday 12.30PM to 4.30PM

Q How do I submit my Bulk Order Request?

A Email 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://media.doterra.com/sg-otg/en/forms/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.