



## **third party fulfillment**

### **Q&A**

#### **Why is pure haven moving fulfillment to a third party?**

Pure haven is experiencing tremendous growth! In order to ensure that we keep pace with our growth, we've decided to partner with a shipping logistics expert. Fulfillment and shipping logistics are their entire business. Working with them allows pure haven to focus on what we do best: make the very best non toxic products for you and all our Consultants and Customers.

You can learn more about our decision to utilize a third-party fulfillment company [here](#).

#### **Will Customers still be able to track their packages?**

Yes! Customers will continue receiving emails containing the tracking numbers for their orders.

#### **Is this change going to cause an increase in delivery fees?**

Not at this time. In fact, working with this third party will help us to maintain our fees for the foreseeable future.

#### **Is product being shipped to the third-party fulfillment company in temperature-controlled trucks?**

No. However, product integrity will not be affected during shipment to Ohio.

#### **Can Consultants and Customers pick up product from the pure haven manufacturing facility in Rhode Island?**

No, this is not an option.

#### **Is the third-party fulfillment company using recyclable packaging for shipping?**

Yes.

#### **Will orders still be shipped via priority mail?**

Yes, orders will still be shipped via USPS priority mail.