



Distributor USA Information Package


“Getting Started”

Makeupart.net
Make-up Channel, Inc.
3020 Old Ranch Parkway, Ste. 300
Seal Beach, CA 90740

Toll-free: (866) 2-MAKEUP
Phone: (562) 799-5503
Fax: (562) 799-5501

E-mail: sales@makeupart.net
Website: www.makeupart.net

Distributor Program



You retail...you earn
Become a Distributor today!
Professional, premium artistry products
Easy online ordering system

Getting started:

- Review samplers/packages with your account representative;
- Review terms and conditions;
- Discuss any questions you may have with your account representative;
- Complete new account registration form & credit card authorization form;
- Fax completed forms (and California Sales Tax Exemption Certificate, if applicable) to (562) 799-5501;
- Start retailing today!



New Account Registration

Business Name:

Contact Name:

Title:

Business Phone:

Mobile Phone:

Business Fax:

E-mail address:

Note: this will become your login ID to the Makeupart.net online Distributor Portal.

Website (if applicable):

Billing Address:

Shipping Address:

Residential

Business

& City/State:

Do you plan to sell our products online?

Yes No

Do you authorize additional buyers?

Yes No

If yes, please list:

How did you hear about us?

We do not sell, rent or share your information with outside parties. For more information, please refer to our Privacy Policy at <http://www.makeupart.net>



Credit Card Authorization Form

I _____, hereby authorize Make-up Channel, Inc. to charge my credit card account in the amount not to exceed:
\$ _____

Cardholder Name:

Card Type: Visa MasterCard American Express

Account #:

Expiration Date:

Card Verification Code:

Card Billing Address:

Individuals Authorized to
use above Credit Card

Account:

Authorized Signature:

Date:

Do you want to put your
credit card on file for
future purchases?

Yes No

If no, a credit card authorization form must be completed at the time of each purchase.

I authorize Make-up Channel, Inc. to charge my credit card for future purchases verbally approved by me.

Authorization Valid until: _____ / _____ Initials: _____

All information entered on this form is strictly confidential. Credit card can only be used for shipments under \$5,000 USD. All shipments over \$5,000 USD are to be paid via bank wire.



Makeupart.net Terms and Conditions

For the most current policies, please refer to the Customer Service portion of our website at <http://www.makeupart.net>

How to contact Makeupart.net

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Seal Beach, CA 90740
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Phone: (562) 799-5503
Fax: (562) 799-5501
E-mail: sales@makeupart.net
Website: <http://www.makeupart.net>

How do I qualify for a Distributor Account?

Your sales representative will be happy to assist you in establishing your distributor account. To establish your account, you will need to fax the following information to: (562) 799-5501

1. New Account Registration
2. Credit Card Authorization Form
3. Sales Tax Exemption certificate, if applicable

Note: New Account Registration and Credit Card authorization forms are available via the Customer Service portion of our website at <http://www.makeupart.net>

The minimum order requirement to establish a distributor account is the purchase of one of the following:

1. One Makeup Kit (deluxe or larger) or Display (medium or large).
2. One of the Pro Product Samplers.
3. Minimum order is \$250. Order in multiples of three (3) only.

Note: All Education, Makeup Workshops, Photo Shoots and Product Collateral Material are only available to established distributors. Therefore, we highly encourage you to discuss with your sales representative the many options we have available to get you started and established quickly.

All sales are Final. Therefore, we highly encourage you sample our products prior to placing a substantial order. Samples may be ordered. View our pre-selected, introductory samplers or work with your sales representative to customize a sample order.

Accessing the Online Distributor Portal

Your sales representative will assign you access to the Distributor Portal which is available online 24/7. Your login ID will be the e-mail address you provided on your new account registration form. Once you receive your login ID and password you can access the Reseller Portal via our website at: <http://www.makeupart.net>.

Placing an Order

We provide several different ordering options:

1. Order online via the Distributor Portal;
2. Call us toll-free at (866) 2-MAKEUP between the hours of 8:00am and 5:00pm Pacific

Time;

3. Fax your order and completed credit card authorization form to (562) 799-5501;
4. Mail your order to: Make-up Channel, Inc., Attn: Order Dept. 3020 Old Ranch Parkway, Ste. 300, Seal Beach, CA 90740.

Accepted Forms of Payment

All orders must be paid in full by Visa, MasterCard, American Express, or prepaid by Cashier's Check or Money Order.

Product Samples

All sales are Final. Therefore, we highly encourage you sample our products prior to placing a substantial order. View our pre-selected, introductory samplers found under work with your sales representative to customize a sample order. International orders please email us at info@makeupart.net if you have specific requests for product samples.

Order Minimums

Domestic US: Minimum order is \$250. Minimum per color per product is 3 pieces. Order in multiples of 3's only. All sales are final, so we encourage you to purchase samples of new shades prior to placing a larger order. Samples/single pieces may be ordered at a discount to try new colors or products never purchased before at the 3-unit price. Please coordinate your samples/single piece order with your sales representative to ensure you receive the appropriate discount.

International: Orders over \$3000 must use the International Order Form. Ask our Account Executive for more information.

Back Orders

Our vast inventory is always moving. We do our best to keep you informed via the distributor portal of those products that are not in stock. On occasion, a product may be temporarily out of stock at the time your order is placed. Please be aware that we DO NOT back-order. Your invoice will flag any products that were not shipped. You are not charged for any products not shipped.

Changing your Order

To process your order quickly, orders are placed into our system almost immediately. Once they are in the system, we cannot add-on or amend them. Therefore, please review your order carefully to avoid later inconvenience.

Rush Orders

Rush orders are subject to an additional \$75.00 to ship within a 24-hour time-frame on in-stock products.

Cancellations

A 15% service charge will apply.

Returned Checks

There is a \$30 fee for any returned check.

Price Changes

Prices are subject to change without notice.

Return Policy – Non Cosmetic and Makeup Products

We offer our customers a 30-day money-back guarantee if not completely satisfied with a product purchase. If, at any time during the 30-day period after purchase, you are not satisfied with your purchase, please complete a RMA Request Form via our website. A 15% restocking fee will be applied to all return shipments and unused products. Product replacement or credit only. No returns beyond 30 days of purchase will be accepted. There will be no returns accepted without a RMA Number, NO Exceptions!! If you are returning a product as a result of our error, we will gladly pay the return shipping costs. To qualify for a refund, customers wishing to return/exchange products must complete an RMA Request Form prior to returning the merchandise. Upon receipt of your returned product, Make-up Channel, Inc. or Professional Beauty Corporation will issue a refund and will notify you of your refund status via e-mail. Returns are not allowed unless authorized by Make-up Channel, Inc. or Professional Beauty Corporation. An RMA Request Form is available via our website within the Customer Service section.

Return Policy – Cosmetic and Makeup Products

All beauty, cosmetics, and makeup products have only a 15-day return policy from the date of sales receipt. Due to the nature of the product, it cannot be returned if it has been opened. NO Exceptions. This is an "UN-opened" return policy, only! If you are returning a product as a result of our error, we will gladly pay the return shipping costs. To qualify for a refund, customers wishing to return/exchange products must complete an RMA Request Form prior to returning the merchandise. Upon receipt of your returned product, Make-up Channel, Inc. or Professional Beauty Corporation will issue a refund and will notify you of your refund status via e-mail. Returns are not allowed unless authorized by Make-up Channel, Inc. or Professional Beauty Corporation. An RMA Request Form is available via our website within the Customer Service section.

Return Policy – Private Label

Once order is signed off, artwork is approved, and payment has been processed, order cancellations will not be accepted. Unless defective or damaged, private labels items cannot be returned.

Tracking your Package

Once your order has been shipped, you will receive a tracking number via e-mail. For orders that were shipped outside of the United States, please contact us directly at sales@makeupart.net for additional tracking information.

Delivery Time

All orders are usually shipped within 3-5 working days of receipt of your order. We do not guarantee the freight service's delivery time, unless shipped via overnight or second day air service.

Problem with an Order?

Did you receive a damaged or defective product?:

If the merchandise has a damaged or defective part or has been damaged during shipping, please contact us within 48 hours of receiving the product. Please keep the carton and packaging as the shipping carrier may require a damage inspection to process the claim. Please complete a RMA Request Form via our website to help us process your return or exchange.

Did you receive the wrong product or an product you didn't order?

While we have operational standards in place to minimize order errors, accidents happen. If the product we sent is the wrong product, please contact us within 48 hours of receiving the product. Please complete a RMA Request Form via our website to help us process your return or exchange.

Not what you were expecting, ordered the wrong product?

If you are not satisfied with the product you have received, please contact us within 48 hours of receiving the product. Return shipping costs cannot be refunded. There is a 15% restocking fee for returns of this type. Please complete a RMA Request Form via our website to help us process your return or exchange.

Wondering where your order is?

If you have not yet received your order and think that you should have received your order already, please visit your account summary for shipping status. You may also contact us at sales@makeupart.net for additional tracking information.

Shipping Policy

Shipping charges are calculated at the time an order is placed. Total shipping and handling charges are calculated based upon the total weight of your order. Shipping charges are non-refundable. Our standard shipping service is USPS Priority Mail. We utilize UPS to ship larger products. If you live within the Continental United States, we offer FREE SHIPPING on select products. Products with free shipping are indicated within the shopping cart system.

Refusal of Shipment

If an order is refused for any reason, shipping fees and a 15% restocking fee will be charged. If you request the shipment to be sent again, an additional shipping fee will be charged. Please be sure to make arrangements for the receipt of your shipments.

Product Repackaging

Professional Beauty Corporation, Makeup Artist Network, Make-up Channel, Inc. assumes no responsibility for the product if it is repackaged and any claims will not be covered by our manufacturers' liability insurance.

Makeupart.net Distributor FAQ's

Makeupart.net offers a knowledgebase of frequently asked questions. For the most current frequently asked questions, please refer to the FAQ section of our website at <http://www.makeupart.net>.

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How do I access the Distributor Portal?

Your sales representative will assign you access to the distributor portal which is available online 24/7. Your login ID will be the e-mail address you provided on your new account registration form. Once you receive your login ID and password you can access the Distributor Portal via our website at <http://www.makeupart.net>.

I am unable to access the Distributor Portal, who do I contact?

Your first point of contact is your sales representative. In addition, you can also contact our Webmaster at webmaster@makeupart.net.

Can I order product samples at a discount?

Yes. Samples/single pieces may be ordered at a discount to try new colors or products never purchased before at the 3-unit price. Please coordinate your samples/single piece order with your sales representative to ensure you receive the appropriate discount.

How are you able to offer such generous margins on select signature items?

At Makeupart.net, we strive to provide artists with the premium artistry products at a competitive price. On select signature items, we were negotiate substantial savings and have therefore chosen to pass the savings on to you, our valued distributors. By offering our distributors premium products at an amazing price, we hope to help our distributors build their business and earn additional revenue.

How do I check the status of my order?

To check the status of your order, log into your distributor account via the Distributor Portal.

Do I need to have my own website to become an Affiliate?

No, you do not need to have your own website. You will use a hyperlink with your own unique Affiliate ID number. This link can be placed in: Email Messages, Newsletters, eZines or Webpages. This hyperlink will direct the reader to the Makeupart.net website and place a cookie on the reader's browser. The coding will let us know that the visitor came from you

How often are Affiliate commissions paid?

Affiliate commissions are paid via check at the end of each quarter.

Do you offer a complete ingredient listing of your cosmetics?

Yes, cosmetic ingredient listings are available at the following URL:
<http://www.makeupart.net/cosmeticingredients.html>

Do you offer Private Label services?

Yes. Please contact your sales representative for additional information regarding this program.

Cosmetics and Brushes - Private Label Information

Printing Style

Pad print or silk screen; stamp printing for brushes

Lead Time

3 to 6 weeks after approval of artwork and placement (sign-off required by customer).

Terms

All orders must be prepaid in full.

Cancellations/Returns

Once order is signed off, artwork is approved, and payment has been processed, order cancellations will not be accepted. Unless defective or damaged, private label items cannot be returned.

Stock Printing Colors

White, black, silver, or gold (additional charge for custom color inks).

Minimum

288 pieces per container size (assorted products/shades may be combined as long as container is the same size/type).

Artwork

Camera ready artwork, sized to packaging specification, is required. JPEG or TIFF file format only, 600 dpi, minimum.

Charges

Plate - \$100 per size (one-time charge)

\$0.30 per pass, per product and a 288 minimum per container size. If less than 288 container size minimum, \$75 set-up fee will be charged.

Note: Plates and screens remain the property of Make-up Channel, Inc.

Printing Programs

Option 1

288 piece minimum per container size/type, assorted shades. Customer will be charged the cost of the item plus an additional \$0.30 per pass print fee. A one-time plate charge of \$100 per container size will apply.

Option 2

Less than 288 pieces per container size/type, assorted shades. Customer will be charged the cost of the item, an additional \$0.30 per pass print fee, plus an additional \$75 set-up fee. In addition, a one-time plate charge of \$100 per container size will apply.

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