



# CUSTOMER ORDER FORM

Your Lemongrass Consultant: \_\_\_\_\_

Date \_\_\_\_\_

Hostess Name \_\_\_\_\_

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ County \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

*I'm interested in:*

- Hosting a Lemongrass Spa Party and earning free products.
- Learning about becoming an Independent Sales Consultant.

Booking Date: \_\_\_\_\_

ITEM #	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL

### SHIPPING

**Party Guest Orders:** Multiply Line #1 Product Subtotal by .10 (10%) or add \$4.00, whichever is higher.

**Direct Shipped Orders:** 10% of Product Subtotal or \$6.95, whichever is higher.

**Customer Order (not with a party):** 10% of Product Subtotal or \$6.95, whichever is higher.

Hostesses receive FREE shipping with a \$200 party order or more.

Ship to:  Hostess  Direct to Customer  Directly to gift recipient listed below:

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_

1.	Product Subtotal:	
2.	Hostess Discount:	
3.	Shipping (see chart):	
4.	Subtotal (1+2+3):	
5.	Sales Tax ____% :	
6.	Total Due:	

Payment Method:  CASH  CHECK  CARD

Check Number: \_\_\_\_\_  
*Make check payable to consultant*

Card Number: \_\_\_\_\_  
*We accept Visa, Mastercard or Discover*  
Expiration \_\_\_\_\_ / \_\_\_\_\_ 3 digit code \_\_\_\_\_



# RETURN & EXCHANGE POLICY

CUSTOMER ORDER FORM



**Guarantee:** Within 60 days of purchase, any item may be returned for replacement due to a manufacturing defect at no charge with proof of purchase.

**Exchanges:** An item may be exchanged within 60 days of receipt for any items from the current catalog with proof of purchase. Item(s) must be exchanged through the Consultant. The exchange is to be submitted by the consultant to Home Office. Depending on the circumstances of the exchange, the consultant will be notified if returning the product to home office is necessary. All shipping costs associated with exchanges are the responsibility of the person who ordered the product. Items shipped back must be received before the exchange will be processed. If an item of greater value is selected, the retail difference and applicable sales tax are required. *The Company will not issue cash, credit card refunds, account credits, or shipping labels for returns or exchanges.* Try to get the exchange as close to the original price of the order as possible; refunds are not issued if there is a price difference and consultants do not receive personal sales volume on Exchange order types.

Products from Product Bonus Account orders, Booking Redemption orders and hostess credits must be returned to the home office for the exchange can be completed. Please contact Customer Service at admin@lemongrassspa.com if you need assistance processing your Return/Exchange.

**Cancellation:** You may cancel your order within three (3) business days of placing the order without penalty or obligation. To cancel the order, please follow the Notice of Cancellation procedures above. Payments made by you to the Consultant or to the Company will be refunded within 10 business days following the receipt by the Consultant of your Notice to Cancel, provided the merchandise is returned by you in good, unopened condition.

## Notice of Cancellation

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(Date)

You may cancel this transaction, without any Penalty or Obligation, within THREE BUSINESS DAYS from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within TEN BUSINESS DAYS following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be cancelled.

If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your Notice of Cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this Cancellation Notice or any other written notice (email) to the Independent Sales Consultant from whom you received this Order Form within 3 business days from the transaction date.

Payment Method:  CARD  CHECK  CASH

**I HEREBY CANCEL THIS TRANSACTION.**

Date \_\_\_\_\_

Buyer's signature \_\_\_\_\_