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1. CONTACT US

Perfume Chalet www.perfumechalet.net / www.centrodeperfumes.com is located in Fontana, CA. Our location allows us to be up to date with the latest trends in the business.

Our Address is: 14976 Foothill Blvd. Suite 400. Fontana, CA 92335

Business Hours:

Monday - Friday: 9:00 AM - 5:30 PM
Saturdays: 10:00 AM - 4:00 PM
Sundays: Closed

*** We usually extend store business hours and open on Sundays during holiday seasons. Please call to obtain further information. ***

Tel: 909-428-4777

Fax: 909-428-6676

E-mail : info@perfumechalet.net

2. HOW TO PLACE AN ORDER / ORDERING OPTIONS

1. Online 2. Phone 3. Fax 4. E-Mail 5. In-Store

1. **ONLINE:** Shop by brand or by category. Double click on the item of interest and you will get the description of the item and add it to your Shopping Cart. Once you are done shopping, double click on View Cart and then on Checkout. Fill the shipping and billing information.

2. **PHONE ORDERS:**
Phone orders are accepted Monday - Friday between 9:00 AM - 5:30 PM, and Saturdays 10:00 AM - 4:00 PM (Pacific Time).

Also, all phone orders are monitored for security purposes on our end. Additionally, all representatives are required to repeat the order back to the customer for approval and confirmation.

3. **FAX:** Feel free to fax your order at (909) 428-6676 and make sure to include your full name, e-mail address, phone number and payment method. A representative will contact you to go over the order, and to verify and/or to make final changes.
4. **BY E-MAIL:** You can also e-mail your order to info@perfumechalet.net Once we have received your order, we will e-mail or call you with the total cost. We can take your credit card information over the phone, or discuss any other type of payment method. The items will be shipped once the payment has been processed. You may place an order at your convenience, and we'll contact you during regular business hours.
5. **IN-STORE:** We offer personalized service to all of our customers in our store.

ITEMS IN STOCK

Generally, over 90% of our items listed on the website are in stock; However, all items listed are subject to availability. Our online inventory is not real-time and there may be items listed that are not currently in stock (if for some reason we don't have the items in your order, we will contact/notify you as soon as possible.)

3. WHAT HAPPENS AFTER YOUR ORDER HAS BEEN PLACED

Once your order has been placed you will receive an order confirmation by e-mail followed by a phone call. If you do not get an order confirmation within 24 hours after submitting your order, that means we did not receive it. Please try to place your order again or call us at 909-428-4777. As soon as your order is shipped, you will receive an e-mail confirming your shipment, followed by a phone call.

4. SHIPPING INFO

PLACES WE DELIVER:

- We deliver our products to the entire contiguous US territories. (Except: Alaska, Hawaii and Puerto Rico)
- We deliver via:
 - **UPS** (United Parcel Services) -- Standard ground-delivery only
 - **FedEx.** -- Standard ground-delivery only
 - **USPS** (United States Postal Services - only catalogues are delivered via USPS)
(Catalogue price \$5.00 + \$5.00 shipping = \$10.00 total cost)

*** If you require any special shipping requirement or instructions, please let us know via phone, email or fax).

*** The products arrive directly to your residence or business address.

*** Additional fee for shipping and handling applies.

DANGEROUS GOODS

Perfumes/fragrances and other items are considered dangerous goods by the US Department of Transportation. Because of this regulation, we have to use **standard ground delivery** methods to ship our products.

5. PAYMENT METHODS & TAX INFO

Methods of Payment:

Perfume Chalet www.perfumechalet.net / www.centrodeperfumes.com accepts the following methods of payment:

- Cash (in person in our store)
- Money Orders
- Cashier's Checks
- Visa, Master Card, Discover Card & American Express
- PayPal (paypal@perfumechalet.net)

We recommend that you buy the Money Order or Cashier's Check at a bank or at the Post Office.

For credit card payment, the following information is required:

- complete name on card
- billing address
- credit card numbers
- expiration date
- CVC (Card Verification Code - The card security code is located on the back of MasterCard, Visa and Discover credit or debit cards and is typically a separate group of 3 digits on the right hand side of the signature strip).
On American Express cards, the card security code is a printed group of four digits on the front, on the right hand side.

When users submit sensitive information via the website, your information is protected both online and off-line. When our registration/order form asks users to enter sensitive information (such as credit card numbers), that information is encrypted and protected.

We value the privacy of your information, and if you don't want to provide your credit card information online, choose "other" for payment option, and a sales representative will call you to take the information over the phone (after we charge your credit card, the information will be permanently deleted from our system).

For PayPal orders, we will email you (paypal@perfumechalet.net) a Request Payment until the order is ready with the exact amount including shipping cost. Remember that if using PayPal, the account has to be verified and secured (we will send the orders only to the address that has been verified by PayPal).

We do not accept international credit cards.

DIFFERENT BILLING OR SHIPPING INFORMATION

Only if you are paying with a credit card, we require that billing and shipping be the same. Also, a signature is always required upon delivery of any pre-paid order (make sure there is always someone available to receive the package).

For first time customers paying COD, we request a small deposit equivalent to the shipping cost of the order.

FedEx and UPS shipping costs vary based on the size and weight of the package; not on the total purchase price. Shipping charges will not appear on your web receipt, but if you prefer to know the exact shipping cost before

processing the order, feel free to communicate that to us and we will create a **quote** and call you for order approval.

Perfume Chalet does not make a profit on the shipping cost. We just pass the exact shipping cost along our discounts to our customers. Remember that the more you order, the greater the discount you receive. For example, shipping cost for small orders of \$150.00 (or less), may be the same as in an order of \$300.00 (or more).

Also, in some instances, the delivery of a package can be delayed for a couple of days due to causes beyond our courier's control; including but not limited to weather conditions, natural disasters, government imposed security regulations, or disruptions with the transportation networks.

AVERAGE SHIPPING COST

Merchandise

(If you place an order for the following amount)

Average Shipping Cost

\$ 150.00 - \$ 200.00	\$ 20.00 - \$35.00
\$ 200.00 - \$ 300.00	\$ 25.00 - \$ 43.00
\$ 300.00 - \$ 400.00	\$ 30.00 - \$ 50.00
\$ 400.00 - \$ 500.00	\$ 35.00 - \$ 60.00
\$ 500.00 - \$ 600.00	\$ 40.00 - \$ 70.00
\$ 700.00 - \$ 800.00	\$ 50.00 - \$ 90.00

For orders over \$150.00, average price per single bottles is between \$2.00 - \$5.00; and **average** price per gift sets is between \$3.00 - \$6.00. Remember, the more you order, the bigger the discount on your shipping cost.

The shipping costs we have provided are **ONLY** estimates, and they could change based upon the size and weight of the package. If you prefer to know the shipping cost of your package in advance, let us know and we will create a quote approval (when requesting a quote, orders may be delayed by an extra day).

*** Also, you will receive a **FREE** perfume for every \$250.00 you buy in merchandise. The free perfume has a value of \$35.00 - \$38.00. Promotions are subject to change each month (the warehouse chooses the free gift).

ADDITIONAL INFORMATION:

Exception: At the present, we are not shipping to Alaska, Hawaii, Puerto Rico and P.O. boxes.

Shipping Method: Standard Domestic (US only). Delivery time: 3-7 days.

Tracking Orders: Please click on the FedEx, UPS or USPS logo on our website and enter your tracking number.

TAX INFO

www.perfumechalet.net / www.centrodeperfumes.com is a California-based company; and the law requires us to collect sales tax of 8% in the county of San Bernardino, when orders are shipped within the State of California. All orders outside the state of California are exempt from sales tax.

6. RETURN POLICY & CANCELLATION OF ORDERS

RETURN POLICY -- DAMAGE / WRONG ITEMS RECEIVED

- All claims must be made within 48 hours after receipt of goods (delivery date).
- Items will be exchanged only if damaged or if we sent the wrong item.
- A “Returned Merchandise Authorization (RMA)” number must be obtained from our customer service department. You can obtain this number via e-mail, phone or fax. Items received without an RMA number will be disposed of. (Please do not return any items without an RMA.)
- For damage items, upon receipt, we will resend a new item again, and if we are out of that particular fragrance we will issue you a credit on any other item that you wish (of the same value).
- We cannot take back or exchange items that have been opened because the customer change his or her mind, or didn't like the product (**once an item has shipped out from our warehouse, we can't take it back and resell it pursuant to health safety reasons**).
- Shipping credit will be given **only** if it was our error.
- If you have been charged for an item and you believe you have not received it, notify us right away. We will track down the order items (each order is triple checked and packed in front of a camera, and we request a delivery confirmation from our couriers). We will investigate and solve the case ASAP.
- Once a case has been approved, we will send you an RS (Return Service) label, so that you can return the item.
- **Please request a delivery confirmation number when returning merchandise.**

CANCELLATION OF ORDERS

You are eligible for a full refund if the order has not been shipped when you request the cancellation. To cancel your order, please contact us via phone as soon as possible.

If for some reason you could not receive your order and the courier returned it back to our warehouse, we will issue you a partial credit. We need to discount the shipping cost, plus an extra 15% restocking fee (our couriers charge us double shipping cost when a package is returned).

Please do not accept any package that you believe has been opened by a courier.

7. WHO ARE WE & WHO ARE OUR CUSTOMERS:

WHO ARE WE?

Perfume Chalet is a business that provides perfumes at wholesale prices to the general public. Our products are 100% original. We sell brand name products that are well known internationally and are in demand in today's market. We serve our customers from Fontana, California.

WHO ARE OUR CUSTOMERS?

Our clients include retail perfume stores, home businesses, boutiques, pharmacies, jewelry stores, beauty shops, swap meet shop owners, etc. We are very happy to serve customers that are recommended by word of mouth. This is important to us because we value the trust and loyalty that our customers feel towards our company.

8. OUR MISSION

Our mission is to be the first choice for consumers in the perfume market. We are committed to providing products of outstanding quality and great service, at a competitive price, which will benefit our customers that run their own business, including home-based business operations.

9. CUSTOMER SERVICE

Perfume Chalet's wholesale business is located in the City of Fontana, California. We are happy to announce that our store is open to the public. Our company offers a wide selection of today's most popular brands. Based on our customers' needs, we sell our perfumes separately and in gift sets.

Our priority at Perfume Chalet is to provide an excellent customer service. Our personnel are trained to give you all the information that you need to make you feel comfortable when placing an order with us.

We are proud to give our customers a service that:

- Is professional and courteous
- Generates trust in our products
- Brings value to our customers. We offer you wholesale prices, even if your order is for a minimum of 10 perfumes. You may also combine perfumes and other items to meet the minimum purchase requirement.

10. FREQUENTLY ASKED QUESTIONS

What is the "minimum order" I need to place?

You need to place an order of at least ten items, for a minimum of \$150.00 over-the-phone purchases and \$300 for online purchases. You have the option to combine the products you would like to purchase. For example, in your order you may select fragrances for men, women, children, along with body lotions, shower gels, etc.

What profit margin can I expect to earn?

The profit margin you can expect to earn varies. There are certain brands that allow you to maximize your profit, while others do not, based on each brand's market competitiveness. Please visit our main page and take a look at our items listed in it. You will find the wholesale and retail prices for each item.

How do I advertise my perfumes?

Once you are ready to start your business, we provide you with a catalog that shows pertinent information about the perfumes, such as their size and retail market price. This catalog can also be used to promote your product to potential customers. We sell our products to you at wholesale prices. Our price list is in our website. You may also call our sales department to inquire about pricing information.

Are the perfumes original?

Our products are 100% original. We are proud to distribute products of outstanding quality. Our brands are nationally and internationally recognized.

Do the prices fluctuate?

Yes, our prices fluctuate with market changes. Nevertheless, our prices are very competitive, and we always make sure we give our customers the best prices possible.

11. INTERNATIONAL ORDERS

We do not offer International Shipping.

We recommend that our international customers find a courier company for us to send the order to (so long as said courier is in the United States). The customer will have to arrange international shipping portion with them.

12. REPORTING SITE PROBLEMS

Please inform us of any website-related problems at: info@perfumechalet.net.

13. COPYRIGHTS AND TRADEMARKS

All information in this webpage is sole property of Perfume Chalet (www.perfumechalet.net / www.centrodeperfumes.com) All rights are reserved.

We are NOT responsible for any typographical error or omission of information about any product.

14. NOTIFICATION OF SALES AND NEW ARRIVALS

We notify our customers of new sales every week via emails, and once a month we send a pamphlet to their house via USPS. We suggest you visit our website regularly, since we upload new products two or three times per week.

15. SECURITY AND PRIVACY

At www.perfumechalet.net / www.centrodeperfumes.com your personal information and security are extremely important. When you use your credit card to pay for your order, your information is automatically protected by our Secure Server Software (SSL), which fully encrypts the data (making it safe from hackers in the internet).

When you place an order with us, we will attempt an authorization from your credit card company for the total amount of your order. An authorization from your credit card company will check if the credit card is valid, and if it belongs to the individual making the order. We utilize address verification tools to make sure that the billing information details match the credit card's. If for some reason the bank requires more information from the customer, we will contact you via e-mail or telephone.

DATA SHARING

www.perfumechalet.net / www.centrodeperfumes.com does not share, sell, nor provide any third party with any individually identifiable information from our customers, except with the freight company that the customer has chosen for the delivery of the merchandise, and the credit card processor, which is necessary to complete your order. However, we follow strict guidelines with our third parties to keep our customers' information confidential.

16. ADDITIONAL INFORMATION

WE ARE NOT RESPONSIBLE FOR ANY TYPOGRAPHICAL ERRORS OR OMISSIONS OF INFORMATION ABOUT ANY PRODUCT. Additionally, we apologize for any typographical or price mistakes. If there is an error in one of our prices, we will notify you as soon as possible.

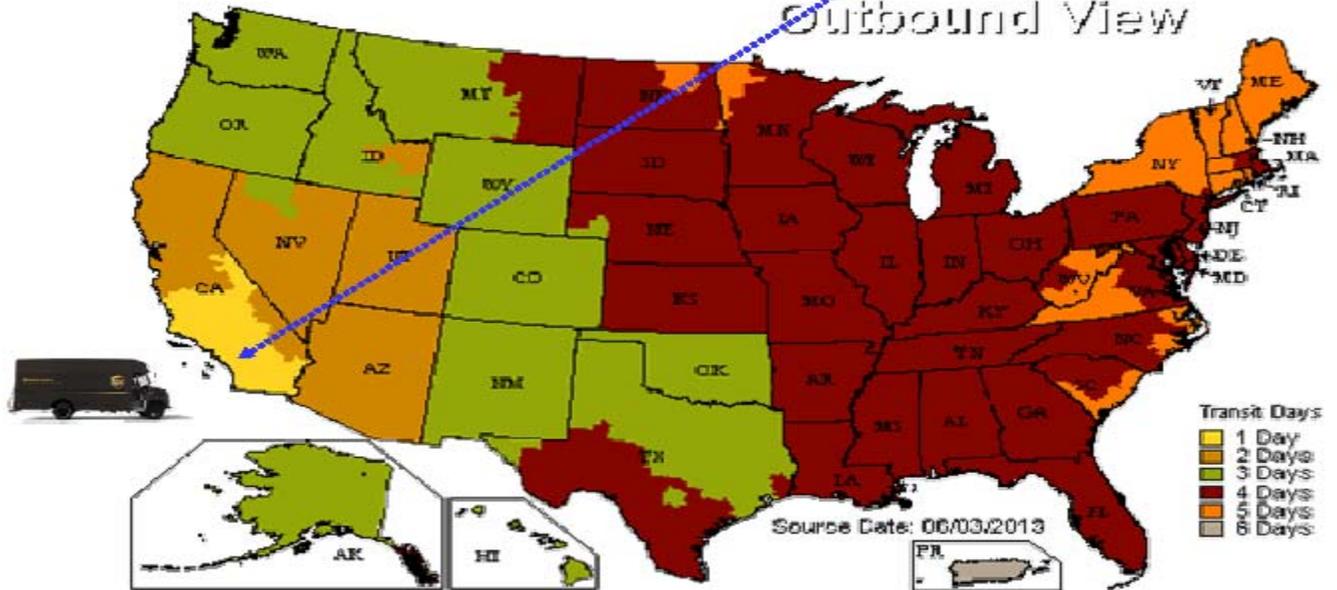
17. GROUND TIME IN TRANSIT MAP

Perfume Chalet

**Mapa del tiempo en tránsito por tierra -
Días laborales en tránsito desde -
Fontana, CA. 92335**

**Ground Time In Transit Map
Business days in transit from:
Fontana, CA. 92335**

Outbound View



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Source: UPS.com