

GUIDELINES

A Ordering

- 1 Each order form should contain one delivery address only.
- 2 Order form must be fully completed. Incomplete order form will not be processed.
- 3 Order form must be received by the company either by tel, fax or email on/before 3pm of a working day.
- 4 No combined order for 2 or more distributors on the same form is allowed.

B

- 1 Payment to be made either by Post-Dated Cheque, Cash, Mastercard or Visa prior to delivery date.
- 2 For Post-Dated Cheque (payable to Viva Life Science Pte Ltd), delivery is made after clearing the cheque (allow 3 working days for cheque clearance).
- 3 Cash, Visa and Mastercard purchases must be made in Viva office sales counter.
- 4 A fee of S\$ 12.00 is imposed for delivery together with products payment within Singapore to one address only.

C Delivery of Orders

- 1 Delivery time published by the Company or quoted by the Company's Customer Service is only an estimate and is not the delivery commitment time
- 2 Products will be delivered once only. If product not received during first delivery, charges for 2nd trip will be borne by distributor.
- 3 Deliveries cannot be made to PO Box addresses. Deliveries are made to home/office addresses on mainland Singapore only.
Distributors must inspect product items upon receipt of order. In the event of any error in the order received, please notify the Company within 2
- 4 working days. Late notification will not be entertained.
The Company will make every reasonable effort to deliver the products according to the company's regular delivery schedules, but these are not
- 5 guaranteed and do not form part of the contract.
The Company is not liable for any damages or loss caused by delays or failure to deliver due to circumstances beyond the Company's control,
- 6
- 7 Delivery Time : 10 am to 6 pm