

BEDIDO FASHION JEWELRIES™

Ordering & Shipping Frequently Asked Questions

HOW DO I PLACE AN ORDER?

Feel free to browse our digital catalogs and take note of the item codes of the products you are interested in. When done, pls. email us the item codes so we may immediately respond w/ a proforma w/ estimated delivery time, cost and images for your reference and confirmation. Prices reflected in the catalogs are in USD.

It is important that you provide us your name, company and where you want the items to be shipped. Pls. note that we cannot ship to P.O. boxes. A valid address must be provided. We ship anywhere in the world.

CAN I REQUEST A PRINTED VERSION OF THE CATALOGS?

We do not send out print catalogs. Digital Catalog is the best format since it is the fastest way for you to view our items w/ cost for reference. We can also easily update it w/ new designs and current cost.

CAN I ASK A PERSONAL COPY OF THE CATALOGS OR IMAGES FOR MY MARKETING PURPOSES?

No. All images and catalogs are exclusive to us. You may however take pictures of the items you have ordered, and then use the images for whatever purpose it may serve you.

I HAVE TRIED PRINTING THE CATALOGS FOUND OUT IT IS UNPRINTABLE. CAN I REQUEST THAT A PRINTABLE VERSION OF THE CATALOG BE AVAILABLE TO ME?

No. Pls. do understand that it is for our copyright protection that catalogs are just for viewing, not printing.

CAN I ORDER SAMPLES?

In order to weed out serious and non-serious buyers, we have categorized our rule on sampling requests. For non-clients, we do not give free samples. Samples can be purchased at our sister retail site – www.philexportzone.com. For first time clients, a minimum order must be placed, only then will we include free samples depending on availability of item. For existing clients, we facilitate free samples for items that are in stock, as long the client shoulders the freight cost or has an existing account with a courier so we can ship collect.

IS IT POSSIBLE FOR ME TO ORDER SET JEWELRY FOR ITEMS THAT I LIKE?

Yes. All our jewelries can be ordered w/ a set jewelry. We just do not show it on the catalog since images would just mean increase in file size and would result in time consuming downloads. Just let us know the item codes so we may reply w/ a proforma for your reference on cost for the set jewelry.

HOW ABOUT INFO ON PRICES?

We do not post wholesale prices on our website due to the fact that cost price varies according to season. Prices are reflected on the catalogs. It is for reference only and subject to change anytime. Send us an email at info@fashionjewelries.com with the list of items you are interested in and we will confirm the prices. Cost on the catalogs may be applicable, go higher or lower, depending on season and demand. Volume discount is applied to bulk orders.

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WHAT IS THE MINIMUM ORDER REQUIRED?

To avail of wholesale rates, total worth purchase on varying items must be at least US\$500.

A minimum on per item type is a must since applying wholesale cost on retail quantity is not cost effective for us due to the fact that we buy our raw material in bulk.

Minimum per item type as follows:

- COMPONENT STRANDS: 3 dozen per item code.
- JEWELRIES: 3 dz. per item code
- NOVELTIES- PILLBOXES, HAIRCLIPS etc... 3 dz. pcs. per item code
- BAGS – 3 dz. per item code
- CHANDELIERS: 6 pcs. per item code
- WIND CHIMES: 1 dz. per item code
- GIFT & DECORS - 1 dz. per item code

WHAT IS THE ESTIMATED DATE OF DELIVERY FOR MINIMUM ORDERS?

Production time for minimum order is normally 14 working days, depending on item type and total quantity ordered. For component strands, production time is 10 working days or less if the quantity is minimal or in stock.

WHEN IS THE ORDER PROCESSED?

Order processing starts when payment is cleared by our bank which normally takes 2 to 3 working days. We will then notify you via email that payment has cleared and production is underway. You may also just fax or email us a copy of the transfer so we can start processing immediately so as to gain time.

I AM NEW AND WOULD LIKE TO KNOW IF I WOULD NEED ANY LICENSE THAT MIGHT BE REQUIRED IN IMPORTING ITEMS W/ SHELLS.

In exporting jewelries w/ certain regulated items like shells, horn and bone, we process all the necessary permits from our Bureau of Fisheries and Wildlife for shells and Bureau of Animal Industry for bone and horn so when it enters any destination country, all requirements are met. Export Declaration and Certificate of Origin is also provided.

Normally, in most countries, importers are required to get an importers license from their own local Wildlife Bureau. In such cases, couriers would facilitate processing of permit. They just fax you the form, you fill it up and you fax it back to them. The permit can be processed all w/in the same day as long as you immediately fill up the form they fax you and they will do the rest. Do note though that this requirement would also be in your best interest since in your future importation of similar items, this same license is good for one year and can be used in all future transactions. In the US, a permit cost \$100.

HOW DO I PAY?

Payment is via Bank or Bank or Telegraphic Transfer. Our bank details are shown on the proforma. Upon payment, email or fax us back the proforma invoice with TT application for confirmation of your order.

For minimum order, 100% of the amount must be paid upon placement of order. For orders amounting to US\$4,000 up - 50% down payment is required upon placement of order, balance payable 10 days before shipment in order to avoid delays in shipment.

WHAT ARE THE OPTIONS FOR SHIPMENT?

Client may nominate a forwarder or carrier of their choice or we can recommend a shipper. Charging of shipping costs is based on location, approximate weight or size of shipment.

For samples and small shipments up to 50 kilos, we suggest couriers like Fedex, UPS or DHL which deliver door to door. For bigger shipments, we use freight forwarders like Option Logistics, Kintetsu, Fritz Logistics etc. These freight forwarders offer very good rates for big shipments. Your own broker will be the one to clear and release the goods for you.

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WHAT IF I HAVE RECEIVED BROKEN OR DEFECTIVE ITEMS, WILL YOU REPLACE THEM?

We are just dealing w/ low to mid-end jewelries so replacing broken or defective items is not a problem. It is important however that for a complaint to be valid, we must be notified immediately w/in at least 7 days from receipt of items. Images of the said items must also be emailed to us for our reference. If complaints are deemed valid, we will immediately replace said items without much ado and shoulder its shipping cost.

WHAT IS YOUR STANDARD PACKING FOR ITEMS?

For necklaces, 1 dozen per polybag. Packing would vary depending on item in order to maximize space when shipping.



10kg Box

27cm(H) X
41.5cm (W) X
34cm (D)



25kg Box

35cm(H) X
56cm (W) X
44cm (D)

Clients may also request customized packing at an added cost.

For questions that need immediate replies, you may visit our website, www.fashionjewelries.com and click on our 24 hour online human support center. Our customer service representative will automatically interact with you.

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