

Your Backorders Explained

About Backorders

We at Renner Health Products pride ourselves on our exclusive complementary backorder service. In order to add value to this service for you, we thought we would explain a little about how it all works. Firstly, because of the very nature of natural products, suppliers can experience difficulty with sourcing or manufacturing which can lead to a product or two being out of stock at the time of your order. Sourcing raw materials, crop failures, environmental changes all affect the consistent manufacture of high quality natural products. In addition, logistic complications such as train derailments (believe it or not...this does happen!), orders being damaged in transit, faulty or not fit for sale as well as orders being delayed at customs certainly hold things up on this end. Indeed, sometimes we can even experience an unexpected spike in sales and we sell out of popular products for a very short period. As most of these unfortunate elements cannot be predicted nor prevented, we maintain that it is extremely important that we offer a service that not only advises you of any out of stocks at the time of order, but also offers alternatives and/or an ETA (estimated time of arrival – if available). The good news is, you can place your product on backorder with us in-house or online! You are under no obligation to purchase the items when they return to stock – and you can cancel your item on backorder at any time*... sounds pretty alright hey!!?

How it works

As the largest locally owned distribution company for professional natural health products in WA, we are receiving product into our warehouse daily, so anything we can get our hands on is here as soon as possible! Now, if you choose to place an item on backorder we will notify you of when your much needed product is back in stock and available for sale. Our system works in two ways, depending on how you have placed your order:

In-House Backorders: If you have placed your order with us in person or via phone, email or fax, any out of stocks will be placed onto our in-house backorder system if you so wish. PharmX backorders are automatically backordered. We will contact you via automated email when the product is back in stock. You can then place your order, adding anything else you like! Note that as this complementary service is quite manual and in order for it to be viable and realistic, we do need these orders to make at least \$82.50 inc. GST in value to be sent freight free... anywhere in WA. We can 'hold' your backorder for 48 hours if you need time to make up an order, no problems at all! After this time if an order has not been placed, these backorders are automatically removed. Of course, you can still place an order for the item, however the benefit of the reduced freight free minimum is forfeited. Some customers simply add the product to their next order when they are ready!

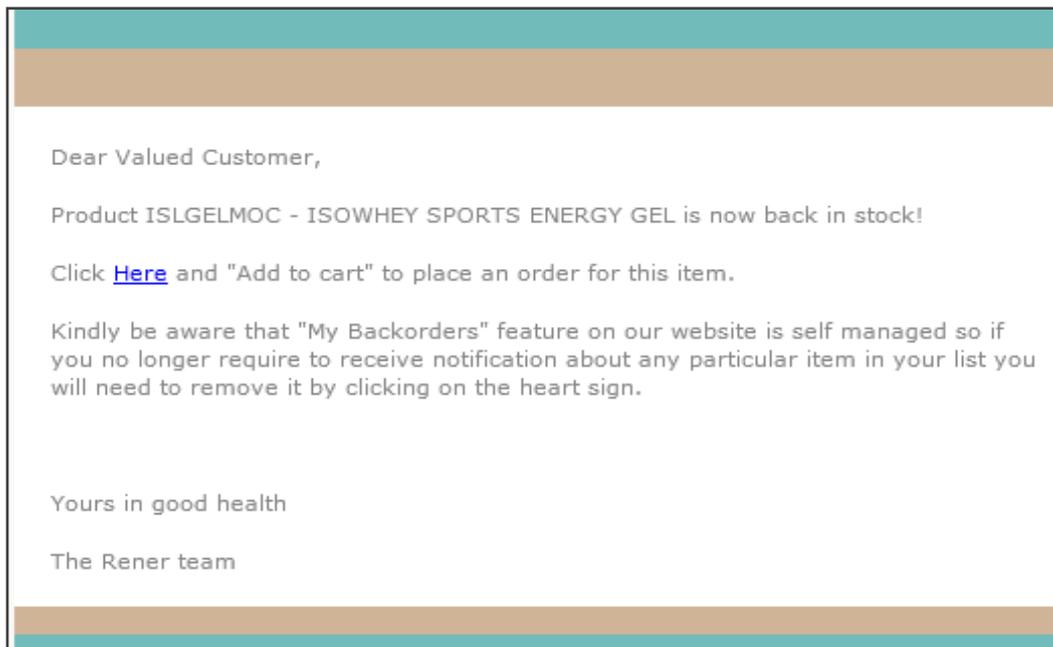
MyRenner Online Backorders: MyRenner offers a unique self-managed backorder solution for our customers. When you are placing an order through our online ordering site, www.myrenner.com.au, you are able to clearly see which items are currently out of stock; each product is tagged as In Stock, Low Stock and No Stock. You can place anything that is tagged No Stock into your MyBackorders by selecting the product and clicking on the heart symbol. To see what you have on backorder online, simply navigate to the top toolbar and click on MyBackorders. From here, you can delete, amend or order your products. An automatic email is generated as soon as any of your online backorders are back in stock. You can then log in at your convenience and place an order.

With an already substantially reduced order minimum, all online orders must reach a minimum of \$165 inc. GST to be sent freight free to most areas in Australia, whether it contains a backordered item or not. Note that your online account, including MyBackorders, is exclusively visible to your login; our Customer Service Team cannot see nor process any online backorders on your behalf – you have the freedom to manage as you will!

It can get a little confusing differentiating between the two email notifications. Please see next page.

HOT TIP: Online backorders also function as MyFavourites, so you can add anything you like – in stock or not – into your MyBackorders list for quick reference and easy ordering!!

Backorder emails from MyRener Online Ordering look like this:



In-house backorder emails:

Kindly be advised that the below backordered items are now available for purchase:

Item Code	Item Brand	Item Description	BO QTY	BO Value
BCTULTPREL	BIOCEUTICALS	ULTRABIOTIC PREGNANCY CARE	2.00	\$1.20
Total				\$81.20

***Values are exclusive of specials or discounts. W/S ex GST only.**

Please contact our friendly Customer Service Team to place your order! Alternatively, you are welcome to order online at www.myrener.com.au or email or fax your order through. We look forward to hearing from you!

Backorder Service Terms & Conditions:

- Please be aware that backordered product is not reserved - stocks will sell fast - place your order now to avoid disappointment!
- Your in-house order only needs to reach \$82.50 Incl. GST to be sent freight free to WA - you are welcome to add any products you like to your order.
- Backorders are automatically removed after 48 hours of this notification. Monthly specials are valid only while promotional stocks last.

Warm Regards,

Your Rener Health Products Team

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Got a question about backorders? Feel free to give us a call or email orders@renerhealth.com!

*excluding special orders that you have expressly committed to.