

Frequently asked questions (FAQ) GENERAL

INFORMATIONS:

How are news communicated by Friendtex? In the "My Friendtex" you find under the button "information" our current newsletter and all important information, which you need for your work with Friendtex.

How can I change my password? The password can be changed under the button "My contact data".

COLLECTION ORDER:

Where do I order the collection? The collection is entered under the order button.

Where can I order my work-wear? The work clothes are entered under the button "Order". Select "This order is my workwear" at the beginning of the order.

NORMAL ORDERS:

Do I have to decide on an order for or against the discount? Before entering the order, you have 2 choices.

1. Extra discount without right of return 2. 3-week right of return without extra discount

How can I find out about the stock of each item? Under the button "Information" you will find the Up2date list with stock information. Should I collect my orders, or does it make sense to enter individual articles?

You can also enter individual orders. IMPORTANT is that you give a delivery date, otherwise the goods will be shipped the same day and you incur unnecessary postage.

What do I have to do to process a direct delivery to a customer? In the order form, at the beginning of the order there is the possibility to choose "Send directly to my customer". **NOT POSSIBLE FOR UK CONSULTANTS.**

BACK-ORDER:

Can I change my back-order? If you have styles from your collection order in back-order, you have no way to change them. You can change or delete styles from normal orders in the back-order overview under the button "correct".

When will my rest order be delivered? With each new order, which is triggered by you, we automatically send the available styles from your rest order. You can inform us at any time, if you want a shipping of the rest of the order.

RETURNS

Where should I send the goods? The goods must be sent to:

UK: Friendtex, Denmark

IE: Denise Ginn, Holly House, Beaumont Avenue, Blackrock, Co Cork, Ireland.

Where can I order new plasticbags for the returns? The bags can be ordered under the button "Order". The article numbers can be found under Information and sales accessories.

CLAIMS:

How do I deal with claims? Claims must be entered in the "My Friendtex" under the button "Order and return". All claims need to be approved by Trine at Friendtex before you return them - send email with picture/pictures to trine@friendtex.dk .

What do I do in case of wrong deliveries from Friendtex? Incorrect deliveries / incorrect deliveries must be reported immediately by mail or telephone.

WHAT IS MATCHBOX?

Matchbox is your possibility to search for a sold out at style between other consultants. If another consultant wants to sell you the item you are looking for, you will receive an e-mail with contact information. You make arrangement directly with the other consultant of payment/shipment.

ECONOMY / ACCOUNT

Where can I find my invoices and credits? Under the button Economy, Account overview you will find all invoices, credits and a current account statement.

Why is there a minus before my balance? A minus before the balance, means a positive balance.

When will I receive the bonus from the current season? The bonus for the current season will be credited to you at the beginning of next season, so you have a starting balance for the new collection.

Contact information's: Friendtex DK:

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