



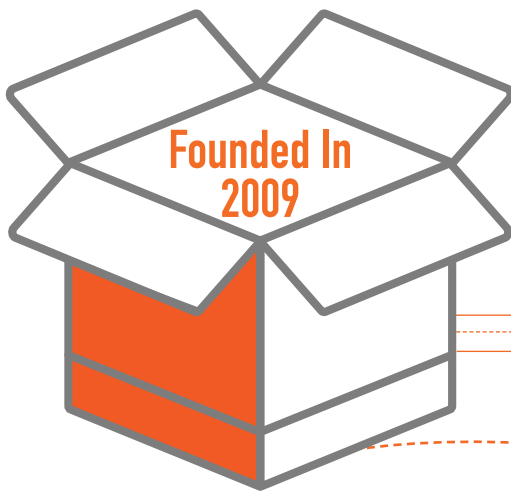
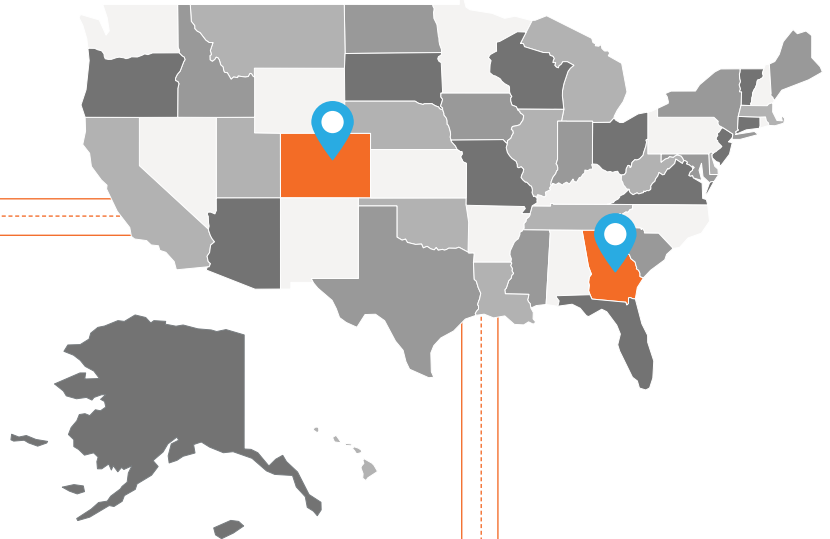
Questions You Should Be Asking Your Potential Fulfillment & Returns Partner



1

Where are you located?

QuickBox has two distribution centers: Denver, CO and Atlanta, GA. We are able to deliver to 74% of U.S. within 1-2 days and 99% of U.S. within 3 days - offering you true bi-coastal shipping for the lowest costs and quickest delivery within the United States.



2

How long have you been in business?

QuickBox Fulfillment was founded in 2009 as 2Chads. In 2017 2Chads rebranded as QuickBox Fulfillment striving to provide the fastest, friendliest, and most accurate fulfillment service in the nation.

3

Are you knowledgeable about the US ecommerce market?

Our ownership team have a variety of ecommerce and CPG brand-building backgrounds that allow them to fully understand all of the D2C ecommerce market pain points, because they have been in your shoes. They take their combined expertise and offer it up to help scale your own ecommerce business. The QuickBox Fulfillment resource blog also provides the latest in industry knowledge keeping you up to date on relevant trends.

4

What is your experience in the wellness industry?

Our ownership team has a combined experience of over 75 years in the health and beauty sector. 20+ years in nutraceutical formulation and 15+ years of experience in skincare brand development has allowed us to create our complete line of custom dietary supplements and skincare treatments which are available through our OnDemand, white label inventory program. In addition, our other owners all come from a background of building and selling scalable and profitable health and beauty e-commerce businesses.

5

What are your hours of operation?

QuickBox picks and packs your orders 7 days a week, 365 days a year to insure an exceptional customer experience.



6

How do you select shipping carriers?

Shipping carriers is a choice between what matters most to your e-commerce business: time-to-home and cost. We utilize a proprietary Intelligent Postal Routing technology to optimize the needs of your business. As the largest postal client in the Rocky Mountain region, QuickBox is the only fulfillment center in the U.S. that can offer weekend shipping for a true 7-day per week package movement.



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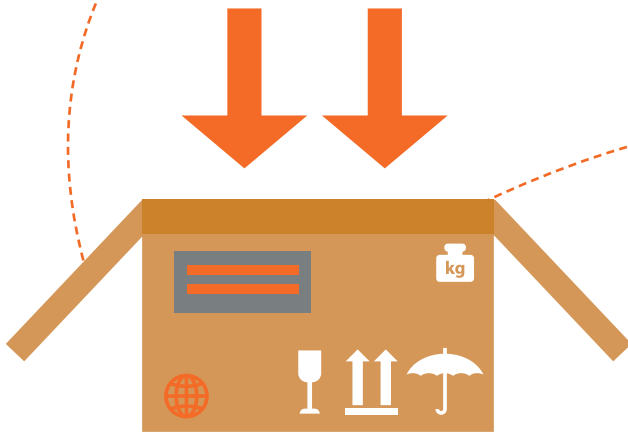
What is your order processing turnaround time?

We ship all orders SAME DAY that are received by 4pm EST.

8

Do you offer custom packaging & kitting?

First impressions are key. Getting new clients is huge, but retaining them is everything. We will work with you to create a customer experience that will emulate your unique brand. Taking the time to perfect your customer experience not only pays off, but begins a relationship built on trust. We work with several high-end packaging companies in Denver and Atlanta to create completely custom branded packaging, if desired.



9

How do you handle mistakes?

We implement a 3-step Internal QC process in every department to prevent errors from leaving our facility. We take pride in knowing we are an extension of your brand and we take that seriously. We are human, our errors are $\sim .02\%$, which is less than Amazon. And if we make a mistake, we will fix it, and you don't pay.

10

How do you handle returns?

All returns are processed within 24 hours of being received into the Denver facility. Our returns department processes returns in an FDA-compliant manner. Products are inspected thoroughly and if deemed resellable, will be returned to stock. You will receive this information the following day in your Personalized Return Log report.



11

Can you integrate with our Website or existing systems?

We are integrated with just about every CRM and shopping cart technology out there. Integrations are seamless and QuickBox does all the heavy lifting for you.

12

How much do your services cost & what do I get?

We work with each new client to build a custom contract that meets your business goals and expectations.



13

How can you benefit the satisfaction of my US customers?

We are here to help you succeed and don't want you to have to think about your back-end when it comes to logistics and supply chain. We will ship daily, accurately and get your packages to your customers in three days or less. Not only will they be impressed with the timeliness and accuracy of their orders, but also by the branded and protective packaging their beloved product arrived in.

14

Can you provide references?

We pride ourselves on building constructive and loyal relationships with all of our clients and partners. We can provide you several references from different perspectives of the industry that will back up our brand promise to you.



15

What kind of customer support will I receive?

You are assigned a seasoned Client Success Manager who is your "eyes and ears" on the warehouse floor, and who, of course, has access to the fulfillment center floor each day. You may contact them at any point in time, and we are responding in minutes, not days, to your needs and requests. We also provide an extremely helpful client resources portal that contains countless information to help you manage and grow your business.



16

Do you have minimum and maximum volumes you handle?

There is no amount of D2C volume QuickBox cannot handle. Our average client ships around 500-1,500 orders per day. Some clients ship upwards of 8,000-12,000 shipments per day. We are built to scale so that when your marketing turns on, you don't have to worry about back-end logistics. We do have a minimum shipment volume of 100 daily shipments per day.

17

Do you offer services for FBA order prep and entry?

There are many advantages to entering the Amazon market place and we want our clients to have the opportunity to be a part of it. No matter what size the job is, we guarantee to meet FBA requirements 100% of the time.



18

Can I access my account information in real time online?

You have full access to your inventory and all movement, anytime, in our warehouse management system. In addition, your Client Success Manager will send you an EOD (End of Day report) with your key business / fulfillment metrics, daily, including inventory stock status, Returns, Damage Goods, and Bad Addresses.



19

Are you FDA compliant?

QuickBox Fulfillment houses numerous consumables for our clients as we are experts in shipping skincare, nutraceuticals and food grade products. We have built out numerous systems to keep current with FDA regulations. We take it very seriously as it has a direct impact on your business if we fail to comply. We manage your inventory on a FEFO process – First Expiry, First Out. This is mandated by the FDA, but most fulfillment centers don't operate to this level of accountability. We manage your products based on lot numbers and expiration dates, and ship out products that are set to expire the soonest, first.



20

Do you ship international?

QuickBox ships around 20% of its daily order volume internationally. We can ship to 220 countries, 30 of which (the most popular countries for E-commerce markets) with complete end-to-end tracking to the consumer's doorstep at competitive rates (by ounce) with average times to home of 5-9 days.



Let Us Help Grow Your Business!

Request Your Free Quote Today!

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