



# IVYSTONE – MICHEL DESIGN WORKS 2020 FALL/HOLIDAY EARLY BUY

## QUESTIONS & ANSWERS

Question	Will local sales reps have samples of all the scents?
Answer	<i>Yes. They have a sample of every fragrance</i>
Question	When should we expect our catalogs?
Answer	<i>Catalogs will be mailed beginning May 18th.</i>
Question	Can the mugs be ordered open stock rather than in the prepack? What is the retail price of mugs?
Answer	<i>Yes, the minimum order per sku is 4 pieces.</i>
Question	Are the mugs microwaveable and dishwasher safe?
Answer	<i>Yes, the mugs are both microwave and dishwasher safe.</i>
Question	Can everyday product be combined with Fall Holiday for free freight?
Answer	<i>Yes, you can place everyday product on your holiday order for free freight.</i>
Question	Is there a price increase?
Answer	<i>There are no price increases this year.</i>
Question	When will holiday be available to ship?
Answer	<i>Fall/Holiday product will ship starting July 15<sup>th</sup>. Everyday product is available to ship ASAP or with your holiday product or both.</i>
Question	Are you going forward with any of last years holiday themes?
Answer	<i>Nutcracker , Poinsettia (in Melamine) and Fall Harvest (Spruce is included but we run it all year)</i>
Question	What is the cost of the 2 prepacks to get the beautiful display table?



Answer	<i>Each Core Prepack is \$614.50.</i>
Question	Where are your products actually manufactured?
Answer	<i>U.S., China, England, India, Germany</i>
Question	Will the placemats be available as samples at sample cost?
Answer	<i>By request at tester cost</i>
Question	Can you send our sample scent packets?
Answer	<i>Sample scent packets will be mailed to you in July</i>
Question	What are the "Top 5" product formats?
Answer	<i>Foamer, Large Bath Bar, Lotion, 6.5 oz Candle, Home Fragrance Spray</i>
Question	Will you make antibacterial soaps? Will you make hand sanitizer?
Answer	<i>We anticipate launching hand sanitizer by 12/1/19</i>
Question	Will product availability be a problem this holiday season?
Answer	<i>We hope not. While we are confident that we ordered enough product, these are changing times. We urge you to order early and get your order in queue.</i>
Question	Can you split shipment and still receive free shipping if over 2,000?
Answer	<i>No. However please keep in mind that new seasonal product will not be in stock and shipping until mid July. If you place an order now with both everyday and seasonal on it, the everyday will ship now and the balance, which is seasonal, will ship in July.</i>
Question	I need a round foaming hand wash that can be purchased separately, for customers that have purchased the caddy that includes the round foaming handwash and hand lotion. Do you have plans to bring this into your line?
Answer	<i>No. But the round bottle is the same size as our standard Foamer. We suggest using the standard Foamer as the refill.</i>
Question	What is made in the USA?
Answer	<i>At this time, Clean Kitchen &amp; Home</i>
Question	I am getting a bit of kick back from customers on products made in China. What are your thoughts about getting out of China permanently?



Answer	<i>The goal is to move certain products out of China where it makes sense. After the last 3 months, however, the sourcing landscape has changed, including availability, pricing, and lead times so it is by no means a simple task. That being said, it is a priority for Michel Design Works</i>
Question	Can you confirm that the clean home and kitchen still kill germs?
Answer	<i>CDC indicates soap is effective in killing the virus.</i>
Question	How early can we offer the collection online for our customers?
Answer	<i>There are no restrictions on when you can start selling product.</i>
Question	Can I use this promo for Everyday ONLY orders?
Answer	<i>Yes.</i>