

Hand Sanitizer FAQ

Hi Valued Partner,

Due to the global pandemic, we've shifted some of our resources to source bottles of custom hand sanitizer. This FAQ should answer all questions and will be updated daily as we get new questions, and will always be the most up to date place to get answers regarding lead times, and all things hand sanitizer:

Lead times:

Please note, this will be updated daily, and your order confirmation will confirm the lead time for your order

Custom printed bottles - 18-21 business days from confirmed order to delivery

Blank bottles (will have printed ingredients list) - 16-19 business days from confirmed order to delivery

Please note that you should be very cautious when promising lead times to your customers. The situation is changing daily/hourly and we are doing our best to reflect this in all our literature. Shipping lanes are currently very backed up and packages are in DHL/UPS/FedEx warehouses waiting to get on planes. Delays can, and most likely will happen.

Sales Sheets:

Available on request...they include pricing (c) and relevant product details. As we add new bottle sizes they will be in this same folder, so please bookmark it.

Are there any additional charges?

There is a \$60 (c) setup fee – digital proof included

Are blank bottles less expensive?

No, they are the same price, most of the cost of this item is air shipping

Do you have MSDS sheets?

Available on request

Do you have an ingredient list?

Available on request

Active Ingredients: Ethyl Alcohol 75%

Inactive ingredients: Water, Glycerin, Aloe fragrance, Propylene, Glycol, Carbomer, Triethanolamine

Review of Documents

All documents are vetted by a former FDA Compliance Officer

What is the alcohol percentage?

75%

Is this hand sanitizer FDA approved?

We are making the hand sanitizer at an FDA registered factory.

Where are you shipping from?

Guangzhou, China, via air

Is shipping included in your price?

Shipping to the continental USA and CANADA is included in our price. We will be air shipping this directly to your customer.

CANADA shipping DOES NOT include import duties from Canadian Customs

AK & HI will quote add. shipping based on order qty.

What are your carton dimensions and pack count?

37 x 38 x27 cm

14.5" x 15" x 10.6" inches

250pcs/carton for 60ml

500pcs/carton for 30ml

Additional Information:

Are you shipping in any quantity?

NO, case quantity only currently.

Can you blind ship?

No. Because we are shipping direct to customers, and we must be the importer of record to clear customs, we cannot ship blind. All requests for blind shipping cannot be met, very sorry about this.

How are you shipping this, I heard hand sanitizer can't be shipped?

Hand sanitizer can be imported from China, if you've heard otherwise it is untrue. We are working with a freight forwarder and a 3rd party consultant that has worked with the FDA for 15 years to ensure smooth transit. We cannot guarantee that customs will not inspect and delay shipments, but we are doing everything in our power to ensure smooth shipping.

What are your payment terms?

Due to the urgent nature of hand sanitizer and the large volume of new customers, we will not be extending credit terms unless you have a prior purchase with SKYOU.

Orders less than \$2,000.00 USD will be pre-paid by ACH

Orders above \$2,000.00 USD will be 50% ACH upon order confirmation / 50% prior by ACH prior to ship (we'll send ready-to-ship customized product images)

All payments can be made through the secure QuickBooks link that we email

We will email you with your invoice (can be paid through checking account).

How do I place an order?

If you already have a SKYOU account on CS.SKYOU.COM you can design your product and place your order through the site. The products will be available in the design tool

If you don't have an account, please email a PO to sales@skyou.com along with any relevant artwork. Please use our art templates

Then the process will be:

We will send an order confirmation within 24 hours (including a mockup), this will include the lead time, and an invoice to pay. The lead time is valid for 24 hours. (This will likely come after 5pm PST, as our employees at our factory come online and begin responding)

Please pay the deposit, orders will be processed in the order that they are paid

When your order has finished manufacturing. We will send a final invoice with a photo to show the completed order.

Pay your final invoice, once paid, your order will ship

I've placed my order and paid, when will I receive tracking?

The production lead-time is 5 to 7 days. The shipping is currently 10 to 12 days. The in-hand date is 18-21 days delivered to your customer.

You can expect to receive a tracking number 5-7 days after shipment. When first sent (and for 3-5 days after) the tracking will likely show no movement, and only "shipment information received". This is normal, shipment volume is very high, and packages will be in a queue to get on planes. This is included in our shipping estimates. You can sign up for alerts to automatically notify you when your package starts moving.

Please note email and call volume is very high, but we are working on your order. Sending in update requests slows our response time, we promise we'll email you as soon as your order ships.

Can I cancel my order?

Once your order/deposit is paid your order cannot be cancelled. We are paying vendors 100% up front for your order to secure stock, so orders cannot be cancelled. Since this is not our normal business, we have no use for excess sanitizer inventory. Thank you for your understanding during these crazy times.

Do you ship to other countries?

We are currently researching regulations to ship to Canada and Mexico, we'll provide updates as we have them on this page

How are you doing this, everyone else is out of stock?

We own our own factory in Guangzhou, China where we do cut and sew manufacturing of all over print garments and bags. We also have an in-house custom sourcing team. Our American CEO sits at our factory Monday - Friday year-round (although he's currently stuck in the USA due to covid). Due to the national emergency in the USA, we started this sourcing project, and have started production with multiple FDA-approved factories that specialize in manufacturing hand sanitizer for global customers. We will handle all the coordination, customs clearance, and details associated with these orders to get them to you asap. Although this is not our normal business, we are doing this because it seems necessary to address the lack of sanitizer currently available

Why are your prices so high, I usually get this much cheaper?

The simple answer is air shipping. We are taking on this project because it seems important. We are making less margin than we do on our everyday business. We are a business, and here to make money (as you all are), but we are by no means gouging or profiteering off this global emergency.