

## **Answers to frequently asked questions about CustomHBC and its products and services.**

- **How is Custom HBC able to provide customized products in small quantities at affordable prices?**

Custom HBC has developed state-of-the-art technology that reduces costly set-up charges and allows short production runs at reasonable costs. Setup charges per color apply; with no extra running charges (except for metallic imprinting).

- **How can I be sure that Custom HBC's products are comparable to or better than the leading national brands?**

All of Custom HBC's products are formulated to perform at the highest possible level. They are certified by our cosmetic chemists to be unsurpassed in quality compared

with the leading national brands. All products have been tested for performance before being made available to you.

- **How is Custom HBC able to produce and deliver my order in such a short time?**

At Custom HBC, we are committed to superb customer service. Our technology allows us to produce your customized products with very short lead-times. We generally can produce your unique products within a few days of receiving your design and order.

- **What other health and beauty products will be available in the future?**

We will continue to develop and make-available innovative health and beauty products such as skin treatment, bath and body, spa and cosmetics.

- **Why haven't I heard of Custom HBC before?**

We are a relatively new company founded in June 2000 to use new technology to make customized products available to specialty retailers, where it previously had not been economically feasible. Although our company is young, our principals have extensive senior-level experience in the health and beauty industry and the company is well funded.

- **What do I do if I am not satisfied with my order?**

We are in business for the long haul. If you aren't 100% satisfied, you should contact your local distributor for problem resolution.

- **How can I keep up to date on new developments and products at Custom HBC?**

You can check our website periodically, especially our News & Features page.