



SOAP & PAPER FACTORY has a new logo and a new look. This catalog illustrates who we are and what we are about.

We love our sweet company! Soap & Paper Factory continues to amaze us as we reflect on owning and running a small business for 16 years!

We have changed and grown through the years — the days of sipping rosé while the soap cures in Lisa's basement are long gone, but what hasn't changed is our mission.

OUR MISSION: To formulate using the finest, most natural ingredients sourced within the USA and, if possible, locally. To design the most beautiful packaging, keeping in mind the earth and limiting waste. To purchase from reliable and honest suppliers within the USA and, if possible, locally.

We always strive for natural, beautiful formulations that are giving and nurturing to the skin; fragrances that evoke emotion and energy; and packaging that is unique, artful, and inspiring.

Over the years, our family has grown, and we are so grateful to our supporters and everyone who has worked with us: our families, stores, friends, manufacturers, reps and show family. And to our incredible staff here at the factory — to Karen, Tricky, Cez, Sady, Bernadette, Jessica, and The Toe — we say thank you. Thank you also to our amazing photographer, Angel Tucker.

And thanks to all of you for making S&PF the brand it has become today!

Lisa & Shannon

Hellh Schurch





### **SHEA BUTTER SOAP**

Our signature soap bar cleanses gently while hydrating and keeping your skin feeling soft and supple. Key ingredients such as Shea Butter, Borage Seed and Meadowfoam Oils will moisturize and protect the skin.

INGREDIENTS: Sodium Palmate, Sodium Cocoate\*, Water (Aqua)(Eau), Glycerin, Fragrance (Parfum), Butyrospermum Parkii Shea Butter), Borago Officinalis (Borage) Seed Oil, Limnanthes Alba (Meadowfoam) Seed Oil, Macadamia Ternifolia (Macadamia Nut) Seed Oil, Sodium Chloride, Tetrasodium Etidronate, Pentasodium Pentetate. \*may Also Contain Sodium Palm Kernelate.

### SHEA BUTTER HAND CREAM

The hand cream inside the tube is as unique as the block print on the outside! Our custom formula is rich in Shea Butter, Borage Seed and Meadowfoam Oils and packed with essential vitamins and minerals to moisturize, repair and protect your hands. Your hands will feel like they've been to the spa!

Never greasy or tacky, our hand cream glides on smooth and is rich in texture.

We offer our Shea Butter Hand Cream in two sizes: 2.3 oz and 1 oz.

INGREDIENTS: Purified Water (Aqua), Aloe Barbadensis Leaf Juice, Helianthus Annuus Seed Oil, Glyceryl Stearate, Glycerin, Octyl Palmitate, Butyrospermum Parkii, Cocos Nucifera Oil, Theobroma Cacao Butter, Cetyl Alcohol, Potassium Stearate, Cera Alba, Fragrance (Parfum), Simmondsia Chinensis, Phenoxyethanol, Sodium Carbomer, Panthenol, Allantoin, Borago Officinalis Seed Oil, Macadamia Integrifolia Seed Oil, Limnanthes Alba Seed Oil, Ethylhexylglycerin.

### muddled **PEPPERMINT**



with notes of Yakima Peppermint, Bourbon Vanilla & Amber

### orange bitter **POMEGRANATE**



with notes of Pomegranate, Orange Bitters

### bourbon **VANILLA**



with notes of Bourbon Vanilla, Sandalwood & Amber

















BLOCK PARTY PETITE HAND CREAM -









### **SHEA BUTTER SOAP**

Our signature soap bar cleanses gently while hydrating and keeping your skin feeling soft and supple. Key ingredients such as Shea Butter, Borage Seed and Meadowfoam Oils moisturize and protect the skin. The soaps in Classic Collection are petite, great for guests or travel.

INGREDIENTS: Sodium Palmate, Sodium Cocoate\*, Water (Aqua)(Eau), Glycerin, Fragrance (Parfum), Butyrospermum Parkii (Shea Butter), Borago Officinalis (Borage) Seed Oil, Limnanthes Alba (Meadowfoam) Seed Oil, Macadamia Ternifolia (Macadamia Nut) Seed Oil, Sodium Chloride, Tetrasodium Etidronate, Pentasodium Pentetate. ""may Also Contain Sodium Palm Kernelate.

### **ROLLERBALL PERFUME OIL**

Our rollerballs are amazing and so versatile! From personal fragrance to aromatherapy, you can use our rollerballs on pulse points, temples and even your crown chakra. Each rollerball is made by hand in our Congers, New York, studio.

INGREDIENTS: Simmondsia Chinensis (Jojoba) Seed Oil, Caprylic/Capric Triglyceride (Coconut) Oil, Fragrance (Parfum).

### **SHEA BUTTER HAND CREAM**

Our unique formula is rich in Shea Butter, Borage Seed and Meadowfoam Oils and packed with essential vitamins and minerals to moisturize, repair and protect your hands. Your hands will feel like they have been to the spa! Never greasy or tacky, our hand cream glides on smooth and is rich in texture. Available in nifty 1 oz tubes, making them easy to take with you every day! Put them in your purse, desk or yoga bag... Never be without their healing effects.

INGREDIENTS: Water (Aqua)(Eau), Cocos Nucifera (Coconut) Oil, Caprylic/Capric/ Myristic/Stearic Triglyceride, Cetearyl Alcohol, Aloe Barbadensis Leaf Julice, Glycerin, Ethylhexyl Palmitate, Helianthus Annuus (Sunflower) Seed Oil, Butyrospermum Parkii (Shea) Butter, Borago Officinalis (Borage) Seed Oil, Macadamia Fernifolia (Macadamia Putl) Seed Oil, Limanthes Alba (Meadadwifam) Seed Oil, Fragrance, Phenoxyethanol, Stearic Acid, Ethylhexylglycerin, Glyceryl Stearate, Chlorphenesin, PEG-100 Stearate, Vitamin E Acetate, Sodium Polyacrylate, Carbomer, Sodium Hydroxide.



## CLASSIC COLLECTION timeless beauty























# **FARMACIE** COLLECTION simply natural beauty

THE FARMACIE COLLECTION began with the idea of a line with vintage-inspired packaging that tells the story of an old-world apothecary. From there, we developed fresh fragrances inspired by our herb gardens and all the bounty they provide. Farmacie was developed with wholesome, natural ingredients to gently cleanse,

moisturize and pamper your skin.



### **PURE SOY CANDLE**

FARMACIE soy candles are made of 100% pure soy wax and infused with our beautiful fragrances to bring good vibes and help to create a stress-free environment. We use cotton wicks, and our vessels are reusable once you burn your candle down. They are great for makeup brushes, Q-tips, pencils, flowers, cotton balls... You name it.
INGREDIENTS: Pure Soy Candle with a Cotton Wick, Fragrance (Parlum).

### **SHEA BUTTER SOAP**

Our signature soap bar cleanses gently while hydrating and keeping your skin feeling soft and supple. Key ingredients such as Shea Butter, Borage Seed and Meadowfoam Oils will moisturize and protect the skin, while the garden fresh fragrances will uplift the spirit and create an even happier shower/bath experience. Our soap is great for hand, body and face, wonderful for humans of all ages.

INGREDIENTS: Sodium Palmate, Sodium Cocoate\*, Water (Aqua)(Eau), Glycerin, Fragrance (Parfum), Butyrospermum Parkii (Shea Butter), Borago Officinalis (Borage) Seed Oil, Limnanthers Alba (Meadowfoam) Seed Oil, Macadamia Ternifolia (Macadamia Nut) Seed Oil, Sodium Chloride, Tetrasodium Etidronate, Pentasodium Pentetate. \*may Also Contin Sodium Palm Kernelate.

### SHEA BUTTER HAND CREAM

Our unique formula is rich in Shea Butter, Borage Seed and Meadowfoam Oils and packed with essential vitamins and minerals to moisturize, repair and protect your hands. Your hands will feel like they have been to the spa! Never greasy or tacky, our hand cream glides on smooth and is rich in texture. Made in small batches, FARMACIE hand creams are wonderful for wherever there is rough, dry skin, including hands, feet and elbows.

INGREDIENTS: Purified Water (Aqua), Aloe Barbadensis Leaf Juice, Helianthus Annuus Seed Oil, Glyceryl Stearate, Glycerin, Octyl Palmitate, Butyrospermum Parkii, Cocos Nucifera Oil, Theobroma Cacao Butter, Cetyl Alcohol, Potassium Stearate, Cera Alba, Fragrance (Parfum), Simmondsia Chinensis, Phenoxyethanol, Sodium Carbomer, Panthenol, Allantoin, Borago Officinalis Seed Oil, Macadamia Integrifolia Seed Oil, Limnanthes Alba Seed Oil, Ethylhexylglycerin.

### **HAND & BODY LOTION**

The ultimate in hand and body moisturizing! Loaded with Shea Butter, Borage Seed, Macadamia Nut and Meadowfoam Oils, this wonderful lotion glides on so smooth and leaves your skin feeling soft and hydrated while protecting against the elements. Our beautiful fragrances are uplifting and fresh, and linger for hours.

INGREDIENTS: Water (Aqua), (Eau), Glycerin, Caprylic/Capric Triglyceride, Stearic Acid, Glycol Stearate, Fragrance, Borago Officinalis Seed Oil, Macadamia Ternifolia, Seed Oil, Butyrospermum Parkii (Shea Butter), Limnanthes Alba (Meadowfoam) Seed Oil, Glyceryl Stearate, Cetyl Alcohol, Carbomer, Triethanolamine, Bis-Diglyceryl Polyacyladipate-2, Phenoxyethanol, Benzoic Acid, Ethylhexylglycerin, Glycereth-2 Cocoate, Tetrasodium EDTA.

### **HAND & BODY SOAP**

Our hand and body wash is formulated with oils of Borage Seed and Meadowfoam to protect the skin and Shea Butter for ultimate moisturizing benefits! It's super bubbly and gentle enough for babies. Our pretty garden-inspired fragrances will refresh and linger!

INGREDIENTS: Water (Aqua) (Eau), Sodium C14-16 Olefin Sulfonate, Cocamidopropyl Betaine, Sodium Chloride, Disodium Cocamphodiacetate, Fragrance, Glycerin, Borago Cfficinalis Extract, Macadamia Temifolia Seed Extract, Butyospermum Parkii (Shea) Butter Extract, Deyl Glucoside, Linoleamidopropyl PG-Dimonium Chloride Phosphate, Aloe Barbadensis Leaf Juice, Benzoic Acid, Ethylhexylglycerin, Glycereth-2-Cocoate, Sodium

LAVENDER **CLARY SAGE** WITH NOTES OF LAVENDER

CLARY SAGE

BERGAMOT

WITH NOTES OF







LAVENDER CLARY SAGE MARIGOLD CALENDULA RED ROSE SAFFRON















THE ROLAND PINE COLLECTION is our best-selling fragrance. Siberian Fir, Pine and Cilantro create the most beautiful forest fragrance. Roland is both the ultimate holiday fragrance and a fresh scent that will bring the outdoors in all year round!

### **INCENSE**

Our new incense is hand dipped in our Congers, New York, studio! Each gift set comes with 25 incense sticks and a wooden holder. The gorgeous fragrance of Roland mixed with Wood Powder and Bamboo Sap makes for a very relaxing experience. The incense is wonderful to burn at any time of day for some peace and serenity. INGREDIENTS: Wood Powder, Bamboo, Bamboo Sap, Fragrance (Parfum).

### **PURE SOY CANDLE**

Made with 100% pure soy wax, the combination of twinkling light and this amazing fragrance will fill your home with holiday warmth and joy. We use cotton wicks, and the vessels are reusable. INGREDIENTS: Pure Soy Candle with a Cotton Wick, Fragrance (Parfum).

### SHEA BUTTER SOAP

Our signature soap bar cleanses gently while hydrating and keeping your skin feeling soft and supple. Key ingredients such as Shea Butter, Borage Seed and Meadowfoam Oils will moisturize and protect the skin. Roland Pine Soap is a wonderful unisex bar that instantly uplifts the spirits and awakens the senses with the great outdoors. INGREDIENTS: Sodium Palmate, Sodium Cocoate\*, Water (Aqua)(Eau), Glycerin, Fragrance (Parfum), Butyrospermum Parkii (Shea Butter), Borago Officinalis (Borage) Seed Oil, Limnanthes Alba (Meadowfoam) Seed Oil, Macadamia Ternifolia (Macadamia Nut) Seed Oil, Sodium Chloride, Jetrasodium Etidronate, Pentasodium Pentetate. \*may Also Contain Sodium Palm Kernelate.

Roland Petite Diffuser is a great flame-free way to fragrance your environment. Our diffuser is so versatile and is great for home or office! It's the perfect hostess gift. INGREDIENTS: Proprietary alcohol-free, phthalate-free and VOC-certified liquid and Fragrance (Parfum).

### **ROOM SPRAY**

As a room spray or linen spray, our Roland room spray is perfect for freshening up linens and curtains and is wonderful to spray on artificial trees during the holiday for that fresh feel. INGREDIENTS: Water (Aqua)(Eau), SD Alcohol, Fragrance (Parfum).

### **POTPOURRI**

Extra bulky and filled with full-sized pinecones, pieces of birch bark and lichens, our potpourri will bring a botanical aromatic loveliness to your home or office. INGREDIENTS: Botanicals, Wood Chunks, Pinecones, Fragrance (Parfum).

Perfect to refresh our Roland Pine Potpourri, the refresher oil works well in electric incense burners and is actually skin safe, so a few drops in a hot winter bath will relax, soothe and de-stress tired muscles.

INGREDIENTS: Essential and Phthalate-free Fragrance Oil (Parfum).





































### **PURE SOY CANDLE**

Our candles are made with pure soy wax, not a blend. They are clean burning, made with cotton wicks and come in a variety of sizes. Each seductive scent will fill your environment with warmth and comfort, each image telling a story through fragrance.

INGREDIENTS: Pure Soy Candle with a Cotton Wick, Fragrance (Parfum), Dye.

### **EAU DE COLOGNE**

Each fragrance works with your body's chemistry to stimulate mind, body and spirit. Irresistible fragrances, also perfect to atomize your space.

INGREDIENTS: Water (Aqua), Alcohol 40B, Fragrance (Parfum).

Aromatic solids are a wonderful way to fragrance. Convenient for travel, this multi-use solid scent is great for hair and conditioning cuticles and works well as a beard and mustache salve.

INGREDIENTS: Helianthus Annuus (Sunflower) Seed Oil, Fragrance (Parfum), Cera Alba (Beeswax).

### **HANDMADE SHEA BUTTER SOAP**

Rich in Shea Butter, this handmade bar of soap is super bubbly and skin-softening. It is stirred, mixed, cut, cured, stamped and wrapped entirely by hand. We offer this soap in one fragrance, S T A G. This luxurious soap is appropriate for men and women and gentle enough for a baby.

INGREDIENTS: Olea Europaea (Olive) Fruit Oil, Cocos Nucifera (Coconut) Oil, Elaeis Guineensis Oil, Butyrospermum Parkii (Shea) Butter, Aqua (Purified Water), Fragrance (Parfum).



### - B E A R -{green fig, violet, cedar, amber wood}

sumptuous as a long winter's nap.



{vanilla, bourbon, cognac, tobacco, patchouli}

Soft and mellow like a worn leather chair, smooth as a snifter of brandy



### - F E D O R A -{citrus, vetiver, nutmeg, patchouli}

Plush and lush with a honeyed flourish, A debonair gentleman strolling the countryside, a most stylish fragrance.



-SKULL-{black tea, anise, basil, citrus}

Captivatingly subtle and surprising, a mysterious otherworldly delight.



- O W L -

{sandalwood, tobacco, vetiver} Elusive and wise like the night owl, deliciously earthy as a twilight forest.



{siberian fir, cilantro, citrus, raspberry}

Fresh as a brisk morning walk in the woods, cozy as an evening by a roaring fire.



## PATCH NYC COLLECTION urban chic





























**SHEA BUTTER SOAP**Our signature soap bar cleanses gently while hydrating and keeping your skin feeling soft and supple. Key ingredients such as Shea Butter, Borage Seed and Meadowfoam Oils will moisturize and protect the skin. Mission Grove's fragrances are unique and perfectly paired with the hip, Bohemian packaging. Each soap has a hand-applied wax stamp!

INGREDIENTS: Sodium Palmate, Sodium Cocoate\*, Water (Aqua)(Eau), Glycerin, Fragrance (Parfum), Butyrospermum Parkii (Shea Butter), Borago Officinalis (Borage) Seed Oil, Limnanthes Alba (Meadowfoam) Seed Oil, Macadamia Ternifolia (Macadamia Nut) Seed Oil, Sodium Chloride, Tetrasodium Etidronate, Pentasodium Pentetate. "Amay Also Contain Sodium Palm Rermelate.

### **ROLLERBALL PERFUME OIL**

A wonderful way to apply our scented oils to your body, whether you use as an all-over body fragrance or apply to your pulse points, our rollerballs are moisturizing and fabulously fragranced. They are perfect to take with you for a refresher and can be used for massage!

INGREDIENTS: Simmondsia Chinensis (Jojoba) Seed Oil, Caprylic/Capric Triglyceride (Coconut) Oil, Fragrance (Parfum).

### **SEA SALT BODY SCRUB**

Our petite scrubs will exfoliate and moisturize, keeping your skin ridiculously smooth and you fabulously fragrant. Detoxifying salt scrub is perfect for daily use and nice before self-tanning!! INGREDIENTS: Sea Salt, Simmondsia Chinensis (Jojoba) Seed Oil, Caprylic/Capric Triglyceride (Coconut Oil), Vitamin E, Fragrance (Parfum)

SHEA BUTTER HAND CREAM
Our unique formula is rich in Shea Butter, Borage Seed and Meadowfoam Oils

and packed with essential vitamins and minerals to moisturize, repair and protect your hands. Your hands will feel like they have been to the spa! Never greasy or tacky, our hand cream glides on super smoothly and lasts! You will feel like a rock star when you pull out the special golden tube.

INGREDIENTS: Purified Water (Aqua), Aloe Barbadensis Leaf Juice, Helianthus Annuus Seed Oil, Glyceryl Stearate, Glycerin, Octyl almitate, Butyrospermum Parkii, Cocos Nucifera Oil, Theobroma Cacao Butter, Cetyl Alcohol, Pratasium Stearate, Cera Alba, Fragram (Parfum), Simmondisia Chinensis, Phenoxyethanol, Sodium Carbomer, Panthenol, Allantoin, Brogofficinalis Seed Oil, Macadamia Integrifolia Seed Oil, Limnanthes Alba Seed Oil, Ethylhexylglycerin

SAKURA **BLOSSOM** Restore

Apple, Citrus & Heliotrope MADAGASCAR VANILLA Soothe

Madagascar Vanilla, Cedarwood & Bourbon

FIG & HONEY

Refresh

Green Fig, Citrus & Cyclamen











































THE MISSION GROVE FACE MASKS are made with the purest ingredients, and are specifically formulated to nurture and maintain a beautiful, flawless complexion. Each mask offers long-lasting benefits for all skin types.



### SOOTHING FACE MASK (MSK-SOOTHE)

All Skin Types, Especially Sensitive Skin Organic Spirulina & Kaolin Clay **FEATURES:** 

**BENEFITS:** Purifies, Nourishes

INGREDIENTS: Organic Herbal Infusion, Organic Aloe Barbadensis (Aloe Vera), Kaolin Clay, Sodium Magnesium Silicate, Magnesium Aluminum Silicate, Cellulose Gum, Purified Smectlate Clay, Phenyoxyethnaol, Ethyl Hexyl Glycerin, Spirullina Maxima (Spirullina), Macrocystis Pyrifera (Kelp), Vitt's Vinifera (Grape Seed Oil).

### **HYDRATING FACE MASK (MSK-REFRESH)**

RECOMMENDED FOR: Dry Skin

**FEATURES:** Organic Jojoba & Rosehip Seed Oils Nourishes, Hydrates, Promotes a Youthful Glow **BENEFITS:** 

INGREDIENTS: Deionized Aqua (Water), Organic Aloe Barbadensis Leaf Juice (Aloe Vera), Kosher Vegetable Glycerin, Organic Simmondsia Chinensis (Jojoba Oil), Hydroxyethyl Cellulose, Carrageana Gum, Cassia Angustifolia Seed Polysaccharide (botanical Nyaluronic acid), Panthenol (Vitamin BS), Silk Protein Amino Acid Blend (Sodium L-Pyrrolidone Carboxylate, Sodium Lactate, L-Arginine, L-Aspartic Acid, L-Pyrrolidonecarboxylic Acid, Glycine, L-Alanine, L-Serine, L-Valine, L-Proline, L-Istreonine, L-Isoleucine, L-Histdrine, L-Phenylalanine), Organic Avena Sativa (Oat), Frankincense Essential Oil (active, not for smell), Organic Avena Sativa (Oat), Frankincense Essential Oil (active, not for smell), Organic Avena Carboxic (Sotu Kola), Wildcrafted Equisetum Arvense (Horsetail), Wildcrafted Taraxacum Officinale (Dandelion), Wildcrafted Geranium Maculatum (Wild Geranium), Tocopheryl Acetate (Vitamin E), Sodium Benzoate, Potassium Sorbate, Etnyl Hexyl Glycerin.

### **CLARIFYING FACE MASK (MSK-DETOX)**

**RECOMMENDED FOR:** Combination / Oily Skin **FEATURES:** 2% Salicylic Acid

**BENEFITS:** Clarifies, Clears Pores, Prevents Breakouts

INGREDIENTS: Organic Herbal Infusion, Organic Aloe Barbadensis Leaf Juice (Aloe Vera), Hamamelis Virginiana (Witch Hazel), Carbomer, (2s)-2-Amino-5-guanidinopentanoic Acid, Wildcrafted Salix Lucida (Salicylic Acid/Willow Bark), Colloidal Silver, Eugenia Caryophyllata (Clove Essential Oli), Ethylhexyl Glycerin, Phenoxyethan, Phenoxyethan)

### **OXYGENATING FACE MASK (MSK-RESTORE)**

RECOMMENDED FOR: All Skin Types FEATURES: Glycolic & Alpha Lipoic Acids **BENEFITS:** Brightens, Anti-Aging

INGREDIENTS: Organic Herbal Infusion, Organic Aloe Barbadensis (Aloe), Kaolin Clay, Glycolic Acid, Squalane, Lactic Acid, Isopropyl Palmitate (Paim Cil), Hydrogenated Castor Oil, Kosher Vegetable Glycerin, Sodium Stearate, Cetearyl Alcohol, Cetearyl Glucoside, Stearyl Alcohol, Organic Cocos Nucifera (Cocont Uil), Ectyl Alcohol, Sodium Hydroxie PDA Cranberry Fragrance, Alpha Lipoic Acid, Cranberry Fibers, Hibissus Petals, Sodium Ascorbyl Phosphate (Vitamin C), Vaccinium Angustifolium (Blueberry), Vitis Vinifera (Grapeseed Oil), Amygdalus Dulcis (Sweet Almond Oil), Wildcrafted Camellia Sinensis (Green Tea), Organic Glycyrrhiza Glabra (Licorice), Organic Simmondsia Chinensis (Lojoba Oil), Calophyllum Inophyllum (Tamanu Oil), Organic Ross Canina (Rose Hip Oil), Udiquinone (Coenzyme O10), Cassia Angustifolia Seed Polysaccharide (botanical hyaluronic acid), Wildcrafted Vinca Major (Perivinkle), Prunus Armeniaca (Apricot Kernel Oil), Phytic Acid, Phospholipids, Tocopheryl (Antioxidant), Lecthin, Pyrus Maulus (Apple), Citrus Medica Innoum (Lemon), Saccharum Officinarum (Sugar Cane), Dipeptide Diaminobutyroyl Benzylamide Diacetate (peptides), Cymbopogon Schoenanthus (Lemongrass), Ascorbyl Palmitate (Vitamin C Palmitatel), Acetyl Hexapeptide-3, Selerotium Gum, Potassium Sorbate, Xanthan Gum, Phenoxyethanol, Benzyl Alcohol.





## Distributed in Canada by:

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### CUSTOMERS

All new orders require approval and territory check by the sales rep. Stores with multiple locations must have approval to sell at all locations. Any change of address will result in reapplication.

Third-party sales to other retail establishments are prohibited. Under no conditions may the customer make any Soap & Paper Factory, Mission Grove, Farmacie, Classic, Block Party or Patch NYC products available on eBay, Amazon or any other third-party transaction website.

To order on our wholesale website, visit thetategroup.handshake.com

### CASE PACK

All customers must adhere to the Case Pack requirements listed in the catalog and on the order form. Any quantities less than Case Packs will be increased to the nearest Case Pack quantity.

### TESTERS

Customers may order a maximum of 1 testers per Case Pack ordered. Testers are always ½ the wholesale cost of an item.

### SHIPPING DAMAGES

Report any damage or breakage immediately upon receipt of merchandise. Customers may be required to retain all packaging materials for up to two weeks for the carrier's inspection. Any damaged or broken merchandise will be replaced or

credited back into the customer's account.

