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Wholesale Beauty Supplies  
Sold To Licensed Professionals Only.  
We Do Not Sell To Your Clients.

Find your Pro-Only Products Fast!

NEW ITEMS ON DEAL CLOSEOUTS PRO2PRO® EXPRESS ORDER ONLINE MONEYSAVER OUR BRANDS

HAIR NAILS SKIN & SPA HAIR REMOVAL BASICS APPAREL APPLIANCES BARBER EQUIPMENT FEATURED

Free Shipping on orders over \$99.99 - Same day shipping on orders in by 2pm EST!

Home » Customer Care » Shipping & Delivery

## Shipping & Delivery



### Shipping Costs & Delivery Schedule

#### Continental U.S.

Order total \$0-\$99.99 - \$7.99 Shipping

#### Free shipping on orders over \$99.99.

To better protect all orders over \$99.99, a nominal fee of \$2.50 to cover insurance will be added to your order.

There is an additional \$3.50 charge for Residential Deliveries

#### Alaska, Hawaii, APO/FPO & International Deliveries

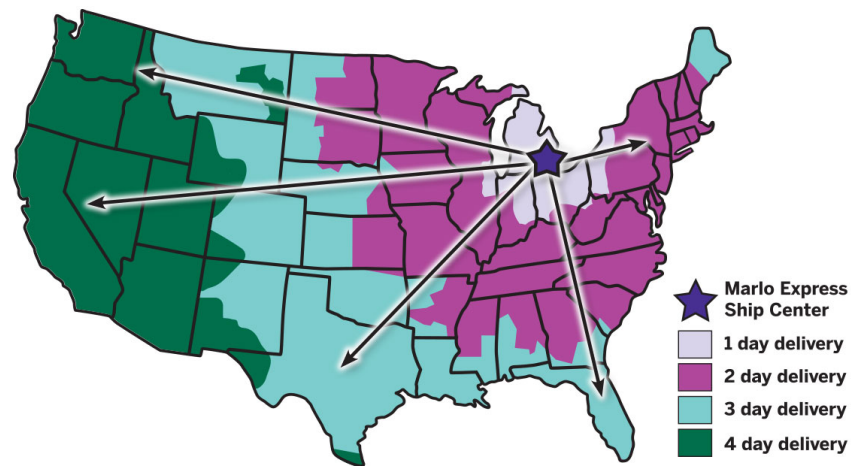
All orders going to Alaska and Hawaii are subject to a \$15.00 Surcharge, plus actual shipping charges. These orders are shipped via US Postal Service Priority Post. At this time, Marlo Beauty Supply is not processing orders outside the United States or orders going to APO/FPO address.

Actual shipping charges are based on the weight of the order and the method of shipping. Due to the chemical content or manufacturer restrictions, certain items cannot be shipped. Customers will be contacted via email if their order contains any such items. They will also be notified of exact shipping charges, all of which must be approved by the customer within 5 business days.

#### Shipping Times

All orders in by 2pm EST M-F are shipped out from the Marlo Distribution Center on the same business day. All orders will receive an e-mail confirmation when the orders are shipped. Orders placed on weekends or holidays will be shipped the next business day.

**Note:** Delivery times maybe delayed based on the holiday schedule.



#### **Out of stock items**

Any items out of stock at the time your order is placed WILL NOT BE added to your invoice. Currently back orders are not processed for future shipment. Please re-order out of stock items on your next order or contact our professional customer care representative to inquire about our ship complete option.

#### **Refused/Undelivered Orders**

Customer is responsible for all insurance, residential and freight charges on the order. After second refusal/undeliverable order the customer must pay a \$25.00 penalty in addition to all incurred charges.

#### **Large Furniture Orders**

Large furniture orders may have to be delivered by Common Carrier. They will deliver to your building dock or outside door. You are responsible for unloading the order from the freight carrier's tailgate to your premise. Salon equipment/furniture is subject to a 20% re-stocking fee and the customer is responsible for the return shipping charges. Final sale items cannot be returned, exchanged or refunded.

#### **Wholesale, Oversized or Heavy Orders**

Wholesale Orders or large orders may be shipped LTL via Common Carrier - these orders do not qualify for free shipping and will be quoted on an order by order basis. On oversized / Heavy items additional charges may apply based on the size or overweight of the items.

#### **Change of Address**

Address changes must be made prior to the order shipping. If a change of address is made after an order has been shipped - All shipping charges incurred will be billed to the customer.

#### **"No-Hassle" Returns**

Marlo Beauty Supply has one of the best return policies in the industry, our 30-day No Risk Guarantee. Whatever the reason, we will accommodate your needs. We can quickly return, exchange or refund your item(s)\*

To authorize a return, call 800.333.9499, email [returns@marlobeauty.com](mailto:returns@marlobeauty.com), or [Click Here](#).

\*Sales Tax

Items shipped to the State of Michigan are subject to a six percent (6%) sales tax. Please consult with your tax adviser for your state with respect to any other taxes that may be applicable with your purchase.

Only Michigan customers are charged sales tax. If you would like to claim Michigan Sales Tax Exemption, we need to have a Michigan Tax Exempt Certificate on file for you. Please call 800-333-9499 to receive a certificate or download the form [here](#). Complete all FOUR sections and fax to 248.546.0053 or email [kathie@marlobeauty.com](mailto:kathie@marlobeauty.com).

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