



All L'BRI product shipments originate in Wisconsin. In the winter months temperatures to which products are exposed reach freezing and below.

Due to excessive cold temperatures products may freeze during shipment. As a Consultant you'll want to be aware of the following information:

- L'BRI products that arrive frozen are not damaged! Simply allow them to slowly thaw at room temperature, we recommend placing in a sink and use normally. Do not use artificial heat such as a hot water bath, blow dryer or microwave to accelerate thawing.
- Because our bottles are full to the top, expansion caused by freezing may burst the seal. This is not a defective product, however if a customer is uncomfortable using product from an unsealed bottle, we will gladly replace it. Contact [joanne@lbri.com](mailto:joanne@lbri.com) to arrange for the replacement. A pre-paid mailer will be sent with the replacement product to allow for ease of exchange.
- L'BRI serums, which include Maxifirm, Time Erase, Dermaplex A and High Antioxidant Night Repair, are shipped in glass bottles. To avoid breakage caused by freezing, we may delay shipment to a Monday to avoid the product spending two days in freezing temperatures. Should a serum arrive broken, we will gladly replace it. It is not necessary to return a broken bottle. Please dispose of it. Contact [joanne@lbri.com](mailto:joanne@lbri.com) to arrange for the replacement.