

SHOPPING CART F.A.Q.

FAQ: International shipping Fees: Does your Cart calculate international shipping fees.

We are happy to ship products to our international members. Since the shipping cost is high and varied it is necessary for us to calculate and charge this cost manually. You are still welcome to shop on line. [Follow these check-out procedures](#)

FAQ: I'm trying to place my first order at the new store and I'm confused. Help!!!

Click here for [Step by step instructions.](#)

FAQ: I am asked for my login & Password when checking out. What login & password do I use?

When you place your first order you will be prompted to create a store account. The information you provide will be used to fill in each time you check out, making the check-out process very quick and easy. The Store Account will also keep a record of your buying history with HEAL Marketplace. Since the account will never expire, your purchase history will continue to be available regardless if your membership lapses with us for a while. This account has nothing to do with your HEAL Membership. **You are free to choose whatever login and password you desire.**

FAQ: What has happened to the Members Area?

The Lady of herbs Link found at the top of each page will take you to the Member's area. Since our new and improved site is under construction. The old site is still hooked up and active. IT will be a few weeks to months before we get all the documents loaded into the new "Lady of Herbs" member's area website.

FAQ: Is there a quick way to search for an item in the Marketplace store?

There is an excellent search option located at the top of the cart pages. Type in the item you are wanting / hit the enter key / the item will appear below / Click on the corresponding picture to go to product page.

FAQ: What is HEAL's Gifting Program?

HEAL Marketplace has three Membership Levels:

- [Basic Membership](#)
- [Advantage Membership](#)
- [Professional Membership](#)

Each Membership level provides its own gifting program. To determine what gifts you are eligible for click on the membership level selected when you signed up or renewed.

FAQ: Where do I write in my FREE Gift?

During the check-out process you will find three comment boxes. Basic Members use the first box to let us know their choice of gift. Advantage and professional Members will use the second box. The third box is for any special instructions or comments about your order that need to be shared. Feel Free to use these spaces, they are for you to let us know how we can best serve you.

Where are the Dry Kit Formulas for making Extracts?

The Dry Formula Kits are located on the “Herbal Extracts & Dry Kits” page. **Example:** locate the desired formula either by clicking on the “Herbal Extracts & Dry Kits” link at the top of the page or typing “*the formula name*” in the search box (located on the right at the top of the page). / Click on the thumbnail picture to go to the product page. / Click on the drop-down box next to the word “volume” / from the bottom of this menu you may select either the “Dry Kit Large” or “Dry Kit Small” / Allow picture to refresh before adding item to the cart / continue shopping or proceed to check-out.

What Shipping Option Should I choose when checking out?

Our Shopping cart only authorizes the credit cards. What this means is the funds will be frozen on your card when the check-out process is performed. Someone in the office will then invoice your order, making any adjustments to the total as needed and then capture the correct funds.

Part of HEAL’s gifting program can include Free or reduced shipping. Since there is no simple way to program this into our shopping cart check-out we have provided several different shipping options. **HEAL charges actual shipping.** Our Flat rate shipping option will normally provide enough funds to cover most shipping cost. On rare occasions we may need additional funds in which case we will contact the buyer directly.

Still Confused? Give us a call or drop us an email:

Toll Free: 866-581-4390

Email: mail@healmarketplace.com