



Thank you for escalating your concerns regarding Eminence products appearing on Amazon.com. We value your feedback and your partnership and want to reassure you that we are focusing a great deal of our resources towards this issue, as we recognize the importance of this concern for all of our valued Spa Partners and for the Eminence brand.

We want to be very clear about four important facts:

1. **Amazon.com is not an authorized reseller of Eminence products**
2. **Eminence is not selling product directly to Amazon.com**
3. **We are aggressively targeting anybody who is selling Eminence products on any unauthorized channel or advertising at a discounted price and violating our Terms & Conditions.** Each time we see a product on an unauthorized channel or advertising at a discounted price, we take every action possible to request the discontinuation of unauthorized advertising and selling.
4. **We have closed many Authorized Reseller accounts** and will continue to do so if an Authorized Reseller refuses to stop diverting product and violating our Terms & Conditions (found [here](#)).

We appreciate the time that you have taken to report your experience to us and can assure you that we are continuing to invest significant efforts to address this situation.

Furthermore, we strongly encourage you to discourage your clients from purchasing from unauthorized online marketplaces as we can't guarantee where these products were obtained and therefore can't guarantee the quality of the product.

Please visit <https://eminenceorganics.com/eminence-organic-skin-care-authenticity-statement> to learn more about our authenticity statement, which we have prominently displayed on our website for all Consumers to see.

Please do not hesitate to contact me at your convenience should you wish to discuss this matter further or have any questions.

We thank you for your loyalty and appreciate your support.

