



Thank you for escalating your concerns regarding Eminence products appearing on [Costco.com](https://www.costco.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.

It's important that I share with you that Eminence is urgently 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 six important facts:

1. **Eminence is not selling product directly to Costco**
2. **Costco is not an authorized reseller of Eminence products**
3. **Eminence has not authorized anybody to sell Eminence products to Costco**
4. **We are aggressively targeting anybody who is selling Eminence products in an unauthorized location, or on any unauthorized channel, or who is advertising Eminence products at a discounted price and violating our Terms & Conditions** - each time we see a product in an unauthorized location, or on an unauthorized channel, or a seller who is advertising Eminence products at a discounted price, we take every action possible to stop that unauthorized advertising and selling
5. **We have terminated the accounts of many Authorized Resellers** and will continue to do so if an Authorized Reseller refuses to stop diverting product and refuses to stop violating our Terms & Conditions (found [here](#))
6. **Costco's return policy clarifies they are not an authorized dealer** - so Costco is clearly communicating Eminence did not supply the product to them

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.

