

BELLUS
ALL NATURAL LABS

What to Expect: Product Manufacturing

A brief on our timelines when it comes to your product manufacturing project.



Quick-Fire Notes On Your Package

Have a question?

Submit any questions you have through the questions form in your portal. Questions are answered in 1-3 business days, depending on the question during business hours.

How We Communicate

We message in your portal when:
Your project reaches a milestone.
You ask a question.
There is an issue with your order.

Your Milestones

Each order has key milestones. We will notify you via portal of progress. Unless a milestone is reached or question is asked we do not reach out with updates

Team Response Time

General Questions:
1 Business Day

Advanced Questions:
3 Business Days

MANUFACTURING

ESTIMATED PROJECT TIMELINE

Onboarding

After payment it takes up to 5 business days for us to build out your project in our systems.

Sourcing

Sourcing starts within 14 business days of payment

Production

Takes 1 week to complete once scheduled

Ship Ready

Estimated 8-10 weeks for standard orders & 12-18 for custom orders

CHANGES | DELAYS | OUT OF SCOPE REQUESTS

Any changes to the project will shift the timeline by a minimum of 2 weeks. Bellus is here to support you during this journey, if you have a special request for something that is outside the scope of your project, will we do our best to assess and provide a quote.

Delays are most common when custom, non stock ingredients are requested for your formula. This happens because we will need to establish a relationship with the new supplier, this could take a few days or in some cases a few weeks. We will do our best to provide timely completion.

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HOURS OF OPERATION

Mon - Fri
9am-4pm (EST)

sbellus.com