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# 50+ QUESTIONS

TO ASK WHEN INTERVIEWING A CONTRACT BEAUTY MANUFACTURER



# ABOUT THIS LIST

As a veteran of both the brand development and manufacturing sides of the beauty business, I know first-hand what goes into finding the right beauty contract manufacturing partner.

Based on my experience in those roles I've created this list of questions to help you save time (and headaches) as you embark on realizing your product development dreams.

While this list is not exhaustive it does touch on some of the smaller details that many newer brands may not even know to inquire about when they're interviewing new partners.

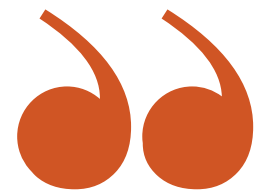
Happy reading,

*Felicity Gibson*



**The real answer to asking  
the right questions is  
simple; keep asking . In the  
end, the right questions are  
those that get you the  
relevant information.**

- Steve Blais - PMP







## GENERAL KNOWLEDGE

1. What are the services you offer?
2. What do you feel are your key competencies?
3. What are some of the challenges I might experience as a customer?
4. What certifications do you have?
5. Can I see your most recent FDA inspection? If not, did you pass inspection?
6. What is your quality control process? Both for incoming raw materials and components as well as outgoing, finished goods
7. What is your MOQ (minimum order quantity)? Do you expect this to increase/decrease in the near future?
8. Can I come tour your facility?
9. Should I become a customer, can I come by to see how things are going or do I need to make an appointment?
10. Are there any current clients I can speak with about their experience working with your company?
11. Can you send me all the contracts I would need to sign so that I can review them?

## FORMULATION

1. Should we become partners, am I able to speak with the chemist that is working on my project? How often?
2. Do you have basic formulas that I can tweak to suit my needs?
3. How do I purchase a formula your team helps me create?
4. How do you come up with the cost of a formula?
5. If I bring in my own formula for your chemist to alter, who owns the formula then?
6. What preservatives do you typically use?
7. Do you offer all natural and/or organic ingredients?
8. How often do you add new ingredients to your library?
9. How do you store your formulas? Are they on a secure server?
10. How/where do you store your raw materials?
11. If I'd like to use a specific ingredient that is not currently in your catalog, how is that handled?







## STORAGE

1. Do you charge a fee for storing my packaging?
2. Is your storage facility temperature controlled?
3. What happens with the leftover components once my order is completed?



## PRICING

1. Should you quote me the price on a production run, what parts of the process can I expect to be included in that price? Labeling? Packout?
2. How long does it typically take to get a pricing quote back on a formulation?



## PAYMENT

1. What methods of payment do you accept?
2. What are your payment terms?
3. Do you require a deposit?
4. When would payments be due?



## PRODUCT DEVELOPMENT

1. Can you reverse engineer a formula from an existing product?
2. Can you troubleshoot an issue with an existing formula?
3. How often would I get to speak with the chemist who was working on my formula?

## PACKAGING

1. Do you provide any containers or packaging?
2. Do you provide any design services?
3. Do you have a list of preferred vendors for packaging + labeling?
4. What are your capabilities with regard to the styles/types of components you can work with?
5. Do my labels have to come rolled a certain way to work with your labeling machine?
6. Are you able to print batch numbers to my products? What is the cost?
7. Are you able to print expiration numbers on my product? What is the cost?
8. Do you do a full item count when my packaging arrives or do you just log the quantity on the packaging slip?



## LIABILITY

1. Who is liable if there is an issue with a batch of my product? What do you do with that product?
2. Have you ever had a client have to recall a product that you made? Why? How did/would you handle something like that?
3. Do you carry liability insurance? Are my products able to be covered under your insurance?

## SAMPLING + TESTING

1. What is your lead time for sampling? For the initial sample? For revisions?
2. Can you do production sample runs of around 10 - 100 units for testing/marketing purposes?
3. What product testing can you do in-house?

## SHIPPING

1. Do you have a freight forwarder I'm able to work with?
2. Do you have a lift gate for bulk delivery/pickup?
3. Do you offer custom packout options or am I responsible for sending in custom cartons if needed?
4. If I have a shipping account, are you able to use my account number for shipping out samples, etc?







# THANK YOU!

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