

**Healing Together Co-op Guidelines and Membership Requirements**  
as of May 2018, subject to change without notice



*Upon paying for membership, it is acknowledged and assumed each member has read, agrees and will abide by these guidelines. Membership CAN be denied or suspended at any time, see below, for not following these guidelines. Guidelines can change without notice.*

**1. Our Why:**

- a. This co-op was formed so that those on a variety of healing journeys could have affordable access to healing-tools they need. We understand firsthand how devastating a healing journey.
- b. Our WHY is simple. We want to help people afford more tools to heal. Our pricing is simple, our approach is simple.

**2. US & International Orders:**

- a. Membership is currently available only in the US.
- b. Canada, New Zealand, UK, Netherland members will be accepted on a case by case basis. Shipping internationally is more expensive, and member is responsible for all taxes, tariffs, and customs fees, if they should decide to participate. Member can choose to have packages sent with OUT tracking and save considerably on shipping, however it comes with the risk of no insurance should the package get lost. The decision is up to the member.
- c. We require a form to be completed for all international members, before ordering. You can see the disclaimer [HERE](#)

**3. Membership:**

- a. Membership fee is \$25 a year.
- b. Currently, memberships are good from *January to December and renewed each January*, regardless of when you signed up. You will save \$25 usually on your first order.
- c. ***Memberships are NOT pro-rated. Since this is a continuation of our "start-up year" there has been many extra costs. We will be offering a true "annual" membership hopefully coming sometime later in 2018. We will announce this once the website programming is in place.***
- d. TO BECOME A MEMBER:
  - i. For more information on membership, see the website [MEMBERSHIP](#) page.
- e. Membership Refunds:

- i. We have a money back guarantee with each membership purchase. We want this to be the right fit for you, and for us. If you read through this page and browse the offerings in the Co-Op and decide you do NOT want to participate, please notify us ***WITHIN 72 HOURS*** at [info@healingtogethercoop.com](mailto:info@healingtogethercoop.com) and request a refund. **No exceptions on the 72 hours.**
- ii. Refunds do NOT apply if you used the membership and placed an order.
- f. Memberships ***CAN BE REVOKED*** and membership fees will NOT be refunded if:
  - i. **Sharing Membership:** If a member shares their membership with others.
    1. Products need to ship to members address on file. Orders are matched to memberships at the time orders are processed. If you have a special circumstance, please message us on our Facebook Group Page or reach out to <mailto:info@healingtogethercoop.com>
    2. Please don't undermine this work and the small amount that is received by sharing a membership. The membership is extremely low, and it helps make the website and this work possible.
  - ii. **Attitude:**
    1. If members are disrespectful, hostile, and rude. If we have learned anything from our own healing journey, it's that life is precious and WAY too short to stress. I am doing this mostly as a volunteer position in my off-work hours to help people. Please be kind.
  - iii. **Solicitations:**
    1. We have a NO soliciting rule on our online pages and groups. If a member actively solicits or uses the co-op Facebook Private Group or Facebook business page to sell other products, they will be removed from the groups and have their membership revoked. **THIS IS NOT A** place to network your business. We have ZERO TOLERANCE for this.
    2. If there is a product someone wants to see in the co-op you can email at [info@healingtogethercoop.com](mailto:info@healingtogethercoop.com) and request that it be considered. We do support third-party individuals that have products that we do not offer and we also "support our own" and have a page dedicated to this. If there is ever a question, please ASK FIRST. Our goal is to help and connect people with resources, but we do this very systematically. We are happy to ALWAYS hear ideas!

#### 4. Facebook Private Coop Group:

- a. If you have not already, please join our Private [Healing Together Co-op Facebook](#) group. This will be where we update information, coordinate group orders and buying options and where we can easily communicate with members if there are issues with orders. We have found this to be the most effective way to help alleviate tracking people down as many do not reply to or check their emails. ***THIS IS REQUIRED part of a membership.*** It helps maximize time and help things move smoothly. Thank you for your help!
- b. Members are required to join the Private Co-Op Facebook Group: It is much easier to communicate and connect with people and we share a lot of information there. <https://www.facebook.com/groups/HealingTogetherCoop/>

- c. Please like our Healing Together Public Facebook page.  
<https://www.facebook.com/healingtogethercoop/>

## 5. ORDER Frequency & Deadlines:

### a. How Often We Order:

- i. The Co-Op currently does orders TWICE a month.
- ii. ORDER deadlines are on the 2<sup>nd</sup> and 4<sup>th</sup> of each month. There is an ordering deadline calendar on the [website](#).

- b. You may order at any time during the month - but the ***orders will not be placed with the vendors and processed until after the deadlines each month.***

- c. If you order PAST THE ORDER DEADLINE – your order will go into the orders for the NEXT order.

### d. How Ordering Works:

- i. Keep in mind when ordering that order turn-around times will be longer because we only place two orders a month. We do NOT keep inventory of all the items sold.
- ii. On occasion, we will have some items in stock and orders will ship faster, but not always.

#### iii. Ordering Process:

1. For orders fulfilled from the Co-Op Office vs Drop Ship directly from a company:
  - a. Members place their order by midnight on the 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month.
  - b. The Co-Op then combines all members orders into a bulk order and places orders with various companies.
  - c. The Co-Op office then receives the products from the various companies - at the co-op office. (takes 2-7 days depending on the vendor).
  - d. The Co-Op THEN mails member's orders out. 😊
    - i. Total turnaround time can be anywhere from 2-7 days depending on what is ordered. We try and do this as quickly as possible.
    - ii. Sometimes ordering times can be delayed around holiday times.
2. Drop Ship Orders:
  - a. Some of our product lines can be drop-shipped directly to the member from various companies. The turn-around is usually faster on these items.

## 6. Shipping:

- a. We have used a simplified shipping structure to accommodate the WIDE range of sizes, weights and items we offer in the coop. This has been an evolving process and it is not perfect. Some packages we may make a couple dollars on, some we lose several dollars on. We are trying to find the balance and still maintain sanity.
- b. **Shipping costs:**
  - i. Please see the FAQ page on the website for current shipping costs. These will change as we figure out what works best. We try and keep them as close to “actual” shipping as possible. <http://www.healingtogethercoop.com/faq.html>

## 7. Products Offered:

- a. Products offered may vary each month. We offer practitioner quality and new products are added each month based on members requests.
- b. Product lines are considered VERY carefully and not all will meet our needs and not all companies will work with this type of project and not all company’s policies will be a good fit for our type of ordering structure.
- c. We are open to investigating any product a member would like and that feels would be beneficial for the co-op. Please reach out on Facebook or by email if there is something we do not have, and you would like to see if we can get it in for you.

## 8. The Co-Op’s Overall Goal, Vision & Promise:

- a. Our promise to you is to do as much as we can for as cheaply as we can. I believe this can bless many people that are struggling to afford some of the healing tools needed on this journey. We try to make it a win/win with a focus on simplicity.
- b. Our goal is to give the best pricing on the highest quality healing tools that we can. We are continually adding to our product line and community and are always researching and reaching out to companies that might be a good fit for our members. As our numbers grow, so will our buying power.
- c. We are ALWAYS open to input. We want this to run smoothly for everyone.
- d. Did we mention that our overall motto is simple, simple, simple. Low stress, low stress, low stress.

## 9. Returns:

- a. ***All sales in the Healing Together Co-Op are final.*** If a product is received damaged, it must be reported to [info@HealingTogetherCoop.com](mailto:info@HealingTogetherCoop.com) within 72 hours of receiving the package. Refund or replacement will be arranged.

## 10. Missing Packages and Package Insurance:

- a. **WE DO NOT INSURE our packages.**
  - i. ***If a member would like insurance on their order, we can offer that at an additional cost.***
  - ii. We do ship priority (2-3 days), which costs more and has some insurance coverage, but on large orders, it would not be enough to cover the costs. Insurance is available based on order total. Please let us know BEFORE ordering or at time of order if you

would like to insure your package and we will arrange for the additional cost to be invoiced through PayPal.

- iii. We have YET to have a package get lost at the fault of the postal service, but it is ALWAYS a risk.

**b. UNSAFE TO LEAVE PACKAGES:**

- i. If your delivery location is NOT SAFE to have packages delivered and left on the porch – it is the *member's responsibility* to let us know that we need to request the package NOT BE LEFT ON THE DOORSTEP. There is an option we can check to allow for a carrier to take the package back to the post office for the member to pick up at their convenience.
- ii. We have had packages delivered and tracked and then stolen off door steps. Because the package was delivered - there was no recourse.

**11. How You Can Support Work:**

- a. This Coop was created for those that were financially struggling and needed extra help to afford their supplements. If this is you, then we are grateful you found us and that we can help you get the tools to heal that you need. This project is NOT profit driven and many hours are donated and volunteered.
- b. LOVE GIFT:
  - i. If you are able to support this work financially, you can give a LOVE GIFT (that is in the shopping area of the ordering pages), it is what makes this work possible.
  - ii. We thank you for your generosity. We cannot do this work, or reach the vision we have, without the support. Our goal is to keep costs as low as possible. Every dollar saved is a dollar that can be used on something else for someone healing. EVERY healing dollar counts in this tribe. The small \$25 membership covers the website costs and some hard costs, but this project is quite involved and time consuming. Some of our services are also free to those in need. As we grow, our hope is also to offer grants to those that financially need the support.
- c. GRANTS {Hope Anchors Fund} -
  - i. We have members that, because of their treatments and healing journey, are on disability, out of work, unable to work, and are living on social security.
  - ii. We hear heart-breaking stories like this often in our work and we have gifted MANY memberships to those in need, almost \$1,000 worth in 2017.
  - iii. If you would like to support or give to our HOPE ANCHOR's Fund, this fund allows us to help those in deep financial need. After a screening process – we can offer grants for memberships and in the future, our hope is to offer grants for supplements and products that the Co-Op has access to for those in very difficult situations.
  - iv. You can donate and mark your funds specifically for either a LOVE Gift or the HOPE Anchors Grant Fund on the website – both are in the shopping area.

**12. Disclaimer**

- a. I am a licensed Massage Therapist and Board-Certified Drug-less Practitioner. I am a certified Integrative Nutrition Coach but I am NOT a medical doctor or registered dietitian and nothing I say here or in any Healing Together Coop information or forum should

replace seeking the advice of either.

I am a fellow life traveler that found herself on a healing journey with breast cancer and chose to heal with an integrative/alternative approach.

Anything I post, say, present, and list that is related to the Healing Together Coop website is nothing more than my personal experience while walking through the hills, valleys and swamps that healing brings. Although I have done countless hours of research through this journey to save my own life, nothing I present on this website is meant to prescribe, or replace you working closely with your medical doctor. It is important to work with a practitioner that understands the details of supplementing and treatment options. Please consult your doctor before starting any supplementation routine.

Nothing said on this website or in my statements has been evaluated by the Food and Drug Administration and the information on this website is not intended to diagnose, treat, cure, or prevent any disease.

### **13. Contact US:**

- a. You can contact by email (preferred and fastest way to reach us) at [info@HealingTogethercoop.com](mailto:info@HealingTogethercoop.com) or by phone at 208-546-9140
- b. Facebook Private Group:  
<https://www.facebook.com/groups/IntegrativeBreastCancerHealing/>
- c. Facebook Company Page: (Like for continued alerts)  
<https://www.facebook.com/healingtogethercoop/>

In Health and Healing –

Layce Colt-Murray