1.May stock pa po ba itong gamot?

Let me **check our system and warehouse** for availability and I’ll get back to you as soon as possible. 💙  
Do you have any **other items you’d like me to check** as well, so I can include them all at once? 😊

2.Magkano po ang per box/per piece/per bottle?

3.Ano po ang expiration date ng gamot?  4.FDA-approved po ba ito?

Yes! 😊 All our products are **FDA-approved** and sourced only from **licensed and accredited manufacturers and distributors**, ensuring **quality and safety** for our customers. 💙

5.Pwede po bang makakuha ng discount senior or kung maramihan ang order?

**Can I get a discount for senior citizens or bulk orders?**  
👵 **For end-users (senior citizens):** Yes! We honor **senior citizen discounts** upon presentation of a valid **Senior Citizen ID.**  
📦 **For other customer groups:** No additional discount applies, as prices are already set at **wholesale rates.** 💙6.Paano po ang delivery o shipping?

💙 **6. How is the delivery or shipping process?**  
We offer **pickup and delivery** options. 🚚  
You may **pick up your orders** personally or have them delivered through your **preferred courier** such as **Lalamove, J&T, LBC**, or **any courier of your choice.** 💙

7.Kailan po ang estimated delivery date?

 Ans.

**When is the estimated delivery date?**  
📍 **Cebu City area:** Usually **within the same day**, depending on stock availability.  
🚚 **Outside Cebu City:** Delivery time depends on the **courier**, but typically takes **no more than 3 days.** 💙

8.May minimum order quantity po ba kayo?

**None! 😊** You can order any quantity you need.  
But please note — **bigger orders** may qualify for **special discounts** depending on the product and volume. 💙

9.Pwede po bang magpa-reserve ng item?

**Yes, you may reserve an item! 😊**  
We only require a **30% down payment** for a **2-week reservation period.**  
If the remaining balance is not settled within that time, the **down payment will be forfeited** so we can accommodate other pending orders.

Thank you for your kind understanding! 💙

  10.May available po bang sample o trial pack?

**We’re sorry, but we don’t offer free samples or trial packs at the moment.**  
However, our products are already available in **affordable small sizes**, so you can try them without spending much. 💙

Thank you for your understanding!

11.Saan gawa o manufactured ang gamot na ito?

**Our products come from trusted and FDA-approved manufacturers** — both **local and international.**  
Some items are **locally made**, while others are **imported from reputable companies in India, China, and other partner countries**, all meeting quality and safety standards. 💙

12.Pwede po bang COD (Cash on Delivery)?

**Sorry, we don’t offer COD.** We accept **Cash on Pick-Up (COP)** at our branch, or you may **book your own courier after advance payment** (bank transfer, GCash, PayMaya, credit/debit via Paymate, etc.).  
Thank you for understanding! 💙

13.May return or replacement policy po ba kayo?

Ans.

**Do you have a return or replacement policy?**  
Generally, **we don’t accept returns or replacements.**  
However, if the return is due to **wrong or faulty delivery on our part**, we’ll gladly accept it and cover the **return shipping cost**. 💙

Thank you for your understanding!

14.Ilang araw bago dumating ang order?

For **Cebu City orders**, delivery is usually **within the same day** if the ordered items are available in stock. 🚚💨  
For areas **outside Cebu City**, delivery may take **2 to 5 days**, depending on the **courier service** chosen.

Thank you for your patience and understanding! 💙

15.Ano po ang shelf life ng product?

**What is the shelf life of your products?**  
Shelf life **varies depending on the product** — some are good for **2 years**, while others can last up to **3 years or more.**  
Just send us your **list of items for quotation**, and we’ll include the **expiry dates** along with the prices. 💙

16.May CPR and Other Documents po yung medicine?

Yes! 😊 All our products are **FDA-registered** and come with **Certificate of Product Registration (CPR)** and other necessary documents to ensure **authenticity and safety**. 💙

17.Ano po ang recommended list nyo para sa starting pa lang po na pharmacy?

We can definitely **recommend products** to help you get started! 💊  
However, we prefer that you **send us your own list first** so we can prepare a **quotation** based on your specific needs and market focus. 💙

18.Pwede po bang bumili kahit hindi pharmacist o clinic?

For **end-users**, a **doctor’s prescription** is only required for **antibiotics and other prescription medicines.**  
All other products are available for purchase without prescription. 💙

19.May distributor price list po ba kayo?

Yes, we do offer **distributor pricing!** 💙  
Please send us your **list of requirements or products** you’re interested in, and we’ll prepare and send your **quotation as soon as possible.**

20.Paano po mag-apply bilang reseller o sub-distributor?

We currently allow **resellers only for our derma and cosmetic products.** 💅✨  
✅ Minimum order of **₱5,000** – enjoy **20% discount**  
✅ Orders **above ₱5,000** – enjoy **30% discount**

Just send us your **order list**, and our team will assist you right away with your **quotation and next steps.** 💙

21. Pwede po ba bumili kahit walang reseta pero maintance naman ang gamot?

Yes, you can! 😊 Maintenance medicines are allowed for purchase **even without a prescription**, as long as they are **not classified as antibiotics or other regulated prescription drugs.** 💙

22.San po location nyo?

📍 **Boon Pharma Corp – Cebu Branch**  
Arcada 5 Building, Lopez Jaena Street, Tipolo, Mandaue City, **6014 Cebu**

We’re open to serve **distributors, pharmacists, hospitals, doctors, LGUs, and resellers** across Cebu and nearby provinces. 💙

23. My ibang Branch po ba kayo bukod sa Manila?

Yes, we do! 😊  
Aside from our **two depot stores in Sta. Cruz, Manila**, we also have:  
🏥 **San Fernando, Pampanga** – serving our **North Luzon** customers  
🏥 **Bacoor, Cavite** – for our **South Luzon** customers  
🏥 **Cebu** – catering to clients in the **Visayas and Mindanao** areas

Wherever you are, **Boon Pharma Corp** is ready to serve you nationwide! 💙

24.Kaya po ba yung quantity if bulk orders?

Yes, we can! 💪  
Please let us know the **products and quantities** you need, and we’ll **check availability** in our **system and warehouse** right away.  
Our team will make sure to assist you with the best options possible. 💙

25. Nag a accept po ba kayo ng Guarantee letter ?

Unfortunately, we don’t accept guarantee letters at the moment. 🙏  
However, we offer **multiple payment options** for your convenience — including **cash, bank transfer, GCash, PayMaya, credit/debit card (Paymate), Atome, and check on delivery.** 💙

26. Do you accept terms pag repeat client na po?

**Unfortunately, we don’t offer terms.** For convenience, we accept **credit/debit cards**, **bank transfer**, **GCash/PayMaya**, and **Cash on Pick-Up (COP)**. You may also **book your own courier after payment**.  
Thank you for understanding! 💙

27.Do you accept Credit card?

Yes, we do! 😊  
We accept **credit and debit card payments** through our **Paymate system**, as well as other convenient options like **GCash, PayMaya, bank transfer, and Cash on Pick-Up (COP).** 💙

28. Ano Mode of payment nyo?

We offer **multiple convenient payment options** for all customers 💙

💵 **Cash on Pick-Up (COP)**  
🏦 **Bank Deposit / Fund Transfer**  
📱 **GCash / PayMaya / Gotym**  
💳 **Credit / Debit Card (via Paymate)**  
💰 **Atome (Installment)**  
📦 **Check on Delivery (CHOD)**  
🧾 **Post-Dated Cheque (PDC)**

You can also **book your own courier** after payment for delivery. 🚚

28. May senior discount po ba?(for end user)

Yes, we do for end-user customers! 😊  
**Senior citizens** may avail of the **government-mandated discount** upon presenting a **valid Senior Citizen ID** at the time of purchase. 💙

29. Nagbebenta po ba kayo ng antibiotic? (for end user)

Yes, we do. 💊  
However, antibiotics are **available only for end-users** and require a **valid doctor’s prescription** before purchase, in compliance with **FDA regulations.** 💙

30. Pwede po ba bumili ng retail?

We’re sorry, but we **only sell by the box** or in **wholesale quantities.** 📦  
This allows us to maintain our **low prices** and serve our customers more efficiently. 💙

31. Pwede po ba isoli yung gamot at palitan pag nagkamali ng nabili? (End user)

We’re sorry, but **medicine returns and exchanges are not allowed**, as mandated by the **FDA** for the **safety and protection of consumers.** 🙏  
Once the medicines leave our premises, we no longer have control over how they are **handled or stored**, which may affect their **quality and effectiveness.** 💙

32. May return policy ba kayo pag near expiry na yung gamot?(w/LTO)

We’re sorry, but **we don’t accept returns or exchanges for near-expiry products.**  
Once the items are released, they are already **considered sold**, as we can no longer guarantee proper storage and handling outside our facility. 💙

34. Legit po ba kayo/meds?

Yes. 😊 We are a **legally registered company** and our products are **FDA-registered** with valid **Certificates of Product Registration (CPR)** from authorized manufacturers and distributors.  
If needed, we can **present documents for verification**. 💙

35. Ano need requirements for ordering?

**What are the requirements for ordering?**  
🧾 **For Distributors, Drugstores, Hospitals, and Laboratories:**

* Valid **FDA License to Operate (LTO)**
* **Business Permit**

💊 **For End-Users:**

* **Doctor’s Prescription** is required for **antibiotics** and other **prescription-only medicines**

All other over-the-counter (OTC) and non-prescription items may be purchased freely. 💙

36. May minimum order po ba?

There’s **no minimum order requirement.** 😊  
However, our **price discounts are volume-based** — the **higher the quantity**, the **greater the discount** you can enjoy. 💙

37. Nagdedeliver po ba kyo? \*Free delivery/shipping po ba?

Yes, we do! 🚚💙  
You may **pick up your orders** or have them **delivered through your preferred courier** such as **Lalamove, J&T, LBC, etc.**  
For **negotiated bulk orders**, we can also arrange **special delivery** — but this service is available **within Cebu City only.**

Shipping fees depend on your chosen courier. ✨

38. Bambang price din ba kayo/Same price ba kayo sa Bambang?

Yes! 😊 We use a **unified pricing system** across **all Boon Pharma branches nationwide**, including **Bambang, Cavite, Pampanga, and Cebu.**  
This means you get the **same great wholesale prices** and trusted service wherever you buy from us. 💙

39. if bulk order how many percentage makuha nila for the discount

Bulk order discounts range from **5% to 20%**, depending on the **products and quantities** ordered. 📦💙  
Please **send us your list of items**, and we’ll prepare a **personalized quotation** for you right away.

40. if mgkano daw difference ng pharmacy pricer and distributor price natin

The **price difference depends on the order volume.**  
Larger or bulk purchases qualify for **bigger discounts**, while smaller pharmacy orders follow the **standard wholesale pricing.** 💙