

# Customer Referral Programme

## Qualified Associates FAQ

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### What is the new Customer Referral Programme?

In an effort to better support our customers and your growth, beginning February 2020 Isagenix will be offering products for retail purchase on Isagenix.com to customers in the UK, Ireland, The Netherlands, Belgium and Spain. This new 'Buy Now' feature gives customers a chance to try any Isagenix product without purchasing from outside web stores such as eBay where product quality and safety cannot be guaranteed. As a result of this new feature, Isagenix is excited to announce the Customer Referral Programme.

Customers who make retail purchases through Isagenix.com will be connected to qualified Isagenix leaders in the Customer Referral Programme. The qualified leader will receive the business volume and the customer's contact information to provide product support, recommendations, and coaching. These customers are paying retail price and are not being required to open an Isagenix account nor being placed in a business centre organisation. This is your opportunity to contact these retail customers, build a relationship, and encourage them to join as a customer or Associate on your team.

### Is Isagenix competing with Associates for new customers?

No. The Customer Referral Programme has been designed to give people who are interested in Isagenix the chance to connect with a leader like you and enjoy our products! This programme directs new prospects to work with Associates first, and all the business volume from sales go directly to a qualified Isagenix leader and their upline.

### Who can participate in the Customer Referral Programme?

At this time, participation in the Customer Referral Programme is based on the following criteria:

- \* Be a Director or above
- \* Maintain Paid-As-Director all weeks of the qualification month
- \* Place a personal order of 100BV or more during the qualification month
- \* Enrol two or more members during the qualification month
- \* Remain in good standing with Isagenix.

(Please see the terms and conditions for more information.) See example calendar below for qualification and benefits periods for 2020.

## QUALIFICATION PERIOD

## BENEFITS PERIOD

	Monday Start	Sunday End	# of Weeks	Monday Start	Sunday End	# of Weeks
January	December 30, 2019	January 26, 2020	4	February 3, 2020	March 1, 2020	4
February	January 27, 2020	February 23, 2020	4	March 2, 2020	March 29, 2020	4
March	February 24, 2020	March 29, 2020	5	March 30, 2020	May 3, 2020	5
April	March 30, 2020	April 26, 2020	4	May 4, 2020	May 31, 2020	4

### What happens once I qualify to participate, and how long can I participate?

The Customer Referral Programme utilises the same calendar as the Leadership Pool calendar, which is segmented into qualification periods and corresponding benefits periods. You must maintain the criteria listed above in a qualification period to receive benefits in the corresponding benefits period. Upon qualification, you will automatically become eligible to receive Referral Programme customers when the benefits period begins and as soon as a Referral Programme customer becomes available.

### As a Platinum business, I have multiple business centres. Do I get multiple spots in the Customer Referral Program?

Platinum accounts will receive one position in the Customer Referral Program. All retail benefits will be applied to the most recent business centre account. For each new business centre that is opened, the Member's business volume will automatically be applied to their most recent re-entry member ID.

### How will Referral Programme customers be distributed?

All Customer Referral Programme qualified leaders will receive retail orders from Isagenix.com on a purely rotational basis. The Customer Referral Programme orders will automatically appear in the qualifying leader's account and cannot be changed. Contacts who request more information will be sent to the qualified leader's account or to whomever the Member has assigned. At this time, it is not based on geography or other parameters.

### How will I know when I receive a Referral Programme customer order?

#### You will receive:

1. Notification of the retail purchase via email.
2. A record of the order in your Back Office 'Order History' section.

### When should I contact my Referral Programme customer?

We recommend you reach out to them within 24 hours.

## **What should I say to my Referral Programme customer when I receive their information?**

Before contacting your Referral Programme customer, carefully review the email you received so you are able to speak to them about the product(s) they have purchased. Introduce yourself, and let them know how you can assist them with product training, coaching, and future product orders. Refer to the Customer Referral Toolkit for tips on how to connect.

## **How many Referral Programme customers and how much business volume should I expect each month?**

We are unable to guarantee the number of Referral Programme customers or BV you will receive each month.

## **Can I share my Referral Programme customers with other Associates in my organisation?**

Yes, however, the initial order BV will go to the assigned Customer Referral Programme qualified leader. If you choose, another designated Member within your team is welcome to reach out to the Referral Programme customer to assist them in joining Isagenix.

## **Can I change who receives the BV from my retail customer's order?**

No, only Customer Referral Programme qualified leaders will receive business volume from the Referral Programme customer's order.

## **Which countries can participate in this programme?**

This program is only available in the UK, Ireland, The Netherlands, Belgium and Spain.

## **Can customers purchase any product or pack on Isagenix.com?**

Customers can purchase any Isagenix item from the entire European product catalogue at retail cost at Isagenix.com.

## **Do Referral Programme customers pay wholesale pricing for their products?**

Referral Programme customers pay retail price for products. If they decide to join Isagenix as a Member after their initial retail purchase, they may pay the membership fee and enrol through an Isagenix Associate. As part of their annual membership, they receive wholesale pricing and additional discounts if they order products through our Autoship rewards programme.

## **What if my customer made a retail purchase on Isagenix.com in error?**

If one of your customers places a retail order on Isagenix.com by mistake instead of purchasing directly from you, have your customer contact the Customer Service team within three business days. Our Customer Service team can review the purchase and determine if the retail sale can be credited to you as the referring Associate.

Additionally, all orders from Isagenix.com are retail product orders. This means that your referrals have not yet enrolled in Isagenix. You always have the opportunity to enrol your Referral Program customers with Isagenix so they can take advantage of wholesale pricing on future orders, and you can enjoy all the benefits available under the compensation plan.

## **Can my Referral Programme customer return their retail order and then order it through my business at wholesale cost?**

No, to receive wholesale pricing, a person must join Isagenix encouraging your new lead to return product for a refund can disqualify you from future participation in the programme.

## **I was given a Referral Programme customer and received the BV on their order. I followed up and realised they have since purchased from another Customer Referral Programme qualified leader. Why is that?**

Customers who purchase from Isagenix.com place a retail order. This means they have not joined as a Member and are not placed on a leader's team. When the customer returns to Isagenix.com to place another order, the BV will go to the next qualified leader next in line. Each Referral Programme customer you receive is an opportunity for you to build a relationship with them in hopes that they choose to join your team and continue to order products as a Member at wholesale price.

## **The Referral Programme customer I received wants to return their product. Can I get another Referral Programme customer?**

Please have your Referral Programme customer get in contact with our Customer Service team to review their options if they are not satisfied with their retail purchase. Because this programme is run on an automated system, we cannot send you a new Referral Programme customer in place of this one if they want to return their product. We apologise for any inconvenience. Please note, in the event of a refund, the BV originally credited to your account will be debited.

## **The Customer Referral Programme order I received was fraudulent. Can I get another Referral Programme customer?**

Because this programme is run on an automated system, we cannot replace your Referral Programme customer in the event that the order was fraudulent. Please note, in the event of a fraudulent order, the BV originally credited to your account will be debited.

## **The contact information the Referral Programme customer entered is incorrect, and now I cannot get in touch with them. Can I get another Referral Programme customer?**

Due to the automation of the Customer Referral Programme, you will not receive another Referral Programme customer in place of this one. However, you will still receive the business volume.