

# Customer Referral Program

## Qualified Associates FAQ

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### What is the new Customer Referral Program?

In an effort to better support our customers and your growth, beginning December 2019, Isagenix will be offering products for retail purchase on Isagenix.com to customers in Australia and New Zealand. 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 Program.

Customers who make retail purchases through Isagenix.com will be connected to qualified Isagenix leaders in the Customer Referral Program. 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 center 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, at Isagenix, we remain steadfast in our commitment to always do what is best for our customers. The Customer Referral Program was designed with integrity in mind. All the business volume from sales go directly to a qualified Isagenix leader and their upline.

Rest assured that the new 'Buy Now' feature and the Customer Referral Program have been carefully designed to direct prospects to work with Isagenix Associates first. The program is designed to allow those who have not been in contact with an Isagenix Associate the opportunity to enjoy our products and connect with a leader like you.

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

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

- \* Be an Executive or above
- \* Maintain Paid-As-Executive 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 2021.

## QUALIFICATION PERIOD

## BENEFITS PERIOD

	Monday Start	Sunday End	# of Weeks	Monday Start	Sunday End	# of Weeks
<b>January</b>	December 28, 2020	January 24, 2021	4	February 1, 2021	February 28, 2021	4
<b>February</b>	January 25, 2021	February 21, 2021	4	March 1, 2021	March 28, 2021	4
<b>March</b>	February 22, 2021	March 28, 2021	5	March 29, 2021	May 2, 2021	5
<b>April</b>	March 29, 2021	April 25, 2021	4	May 3, 2021	May 30, 2021	4
<b>May</b>	April 26, 2021	May 23, 2021	4	May 31, 2021	June 27, 2021	4
<b>June</b>	May 24, 2021	June 27, 2021	5	June 28, 2021	August 1, 2021	5
<b>July</b>	June 28, 2021	July 25, 2021	4	August 2, 2021	August 29, 2021	4
<b>August</b>	July 26, 2021	August 22, 2021	4	August 30, 2021	September 26, 2021	4
<b>September</b>	August 23, 2021	September 26, 2021	5	September 27, 2021	October 31, 2021	5
<b>October</b>	September 27, 2021	October 24, 2021	4	November 1, 2021	November 28, 2021	4
<b>November</b>	October 25, 2021	November 21, 2021	4	November 29, 2021	December 26, 2021	4
<b>December</b>	November 22, 2021	December 26, 2021	5	December 27, 2021	January 30, 2022	5

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

The Customer Referral Program 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 Program customers when the benefits period begins and as soon as a Referral Program 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 Program customers be distributed?

All Customer Referral Program qualified leaders will receive retail orders from Isagenix.com on a purely rotational basis. The Customer Referral Program 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 Program 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 Program customer?

We recommend you reach out to them within 24 hours.

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

Before contacting your Referral Program 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 Program customers and how much business volume should I expect each month?

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

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

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

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

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

## Which countries can participate in this program?

This program is only available in Australia and New Zealand.

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

Customers can purchase any Isagenix item from the entire Australian and New Zealand product catalogue at retail cost at Isagenix.com.

## Do Referral Program customers pay wholesale pricing for their products?

Referral Program 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 program.

## 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 Program 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 as a Member and pay the annual membership fee of. Encouraging your new lead to return product for a refund can disqualify you from future participation in the program.

## I was given a Referral Program customer and received the BV on their order. I followed up and realised they have since purchased from another Customer Referral Program 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 Program 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 Program customer I received wants to return their product. Can I get another Referral Program customer?

Please have your Referral Program customer get in contact with our Customer Service team to review their options if they are not satisfied with their retail purchase. Because this program is run on an automated system, we cannot send you a new Referral Program 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 Program order I received was fraudulent. Can I get another Referral Program customer?

Because this program is run on an automated system, we cannot replace your Referral Program 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 Program customer entered is incorrect, and now I cannot get in touch with them. Can I get another Referral Program customer?

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