



# 3UR FREE Changes FAQ

Effective August 1, 2017 the 3UR Free program will have updated qualification rules and required regulation changes. Additionally, the program will only be available to Brand Partners.

A \$13 per referral product reward will take the place of the 3UR Free program for Preferred Customers so they can earn a reward for every referral. For more details on this reference the Preferred Customer Rewards Program FAQ.

We have updated 3UR Free so that you can earn 3UR Free credits for the sale of any Nerium products. Previously, only products with 55 QV or higher counted toward 3UR Free.

Here is an overview of the 3UR Free program:

- (1) Must have an active Auto-Delivery Order (ADO) of at least 80 QV.
- (2) You must have at least three Preferred Customers, each with fully paid ADOs being shipped each calendar month. The total of all your Preferred Customers' orders must be at least \$240\* (not including tax and shipping). All product sales now count toward 3UR Free.
- (3) You must also have a qualifying ADO on which earned credits will be applied the next month.
- (4) 3UR Free credits will be calculated based on the price sold to the Preferred Customer instead of QV.

## **Q: WHY IS 3UR FREE NOT AVAILABLE TO PREFERRED CUSTOMERS?**

A: Due to changing regulations, we are unable to offer the 3UR Free program to our Preferred Customers.

We have created a new program specifically for our Preferred Customers called the PC Rewards Program. Please refer to the PC Rewards Program FAQ for more details.

## **Q: WILL 3UR FREE BE CHANGED FOR ALL MARKETS?**

A: Yes, this change is a global change and will affect all markets that currently have the 3UR Free program.

## **Q: IS THERE A MAXIMUM CREDIT THAT CAN BE APPLIED FOR 3UR FREE?**

A: The maximum 3UR Free credit applied remains the same (\$365 Canadian dollars).

## **Q: DO EACH OF MY PREFERRED CUSTOMERS HAVE TO PURCHASE A MINIMUM OF \$240 ON THEIR ADO?**

A: No, each of your Preferred Customers do not need to have a minimum ADO of \$240. The aggregate total of all your Preferred Customers must be equal to, or greater than, \$240. The aggregate total does not include shipping and tax.

## **Q: I HAVE TWO PREFERRED CUSTOMERS AND THEIR AGGREGATE ADO TOTAL IS OVER \$240. DO I QUALIFY FOR 3UR FREE?**

A: No, you must have at least three (3) Preferred Customers in order to qualify for 3UR Free.

## **Q: ARE ALL PRODUCTS ELIGIBLE FOR 3UR FREE?**

A: Yes, all products are eligible for 3UR Free.

## **Q: ARE WE STILL RESPONSIBLE FOR SHIPPING AND HANDLING?**

A: Yes, you are still responsible for paying shipping, handling, and applicable taxes.