



# Discontinuing of Nerium's Auto-Delivery Discounting FAQ

Beginning September 1, 2017, we will be discontinuing Nerium's Auto-Delivery Spend Discounting for both Brand Partners and Preferred Customers.

However, there is a great opportunity to lock in your Auto-Delivery Order discount in the month of August.

For those that have an Auto-Delivery Order of \$195-259 in August, lock in 10% discount ongoing.

For those that have an Auto-Delivery Order of \$260+ in August, lock in 20% discount ongoing.

To lock in your discount, you must:

- Have an Auto-Delivery Order of \$195 or more in the month of August.
- Be a Brand Partner or Preferred Customer.
- Have an Auto-Delivery Order run at least once every two months starting September 2017.
- Locked-in discounts will be applicable from September 1, 2017 – August 31, 2018.

## **Q: WHAT MARKETS DOES THIS AFFECT?**

A: This affects the following markets: US, CA, CO, MX and KR.

## **Locked-In Discount Info**

### **Q: HOW CAN I CONTINUE TO RECEIVE NERIUM'S PRODUCTS AT THE LOWEST POSSIBLE PRICE?**

A: Both Brand Partners and Preferred Customers can receive Nerium's breakthrough products at the lowest possible price by having an Auto-Delivery Order at a spend level of \$195 or more by August 31, 2017.

You still earn 10% off if you spend \$195-259 on your Auto-Delivery Order.

You still earn 20% off if you spend \$260 or more on your Auto-Delivery Order.

### **Q: I ENROLLED ON AUGUST 1, 2017. CAN I STILL BE GRANDFATHERED INTO THE DISCOUNTING PROGRAM?**

A: Yes, all Brand Partners and Preferred Customers have the ability to get grandfathered into the discounting program by August 31, 2017.

### **Q: I'VE LOCKED IN MY DISCOUNT. CAN I CHANGE THE PRODUCTS IN MY AUTO-DELIVERY ORDER?**

A: Yes, if you maintain the spend level you can change your products.

### **Q: I'VE LOCKED IN MY DISCOUNT. WHAT HAPPENS IF MY AUTO-DELIVERY ORDER DOESN'T RUN FOR ONE MONTH?**

A: If your Auto-Delivery Order doesn't run for one month you will still have your locked-in discount. However, if your Auto-Delivery Order doesn't run again for another month you will forfeit your locked-in discount.

### **Q: I'VE LOCKED IN MY DISCOUNT AND HAVE HAD CONSECUTIVE AUTO-DELIVERY ORDERS EACH MONTH. HOWEVER, MY AUTO-DELIVERY ORDER WENT DOWN FROM \$195 TO \$150; CAN I STILL EARN A DISCOUNT?**

A: If you've had consecutive Auto-Delivery Orders each month, but one month your Auto-Delivery Order total went below \$195, your next month's Auto-Delivery Order will have to be \$195 or more to maintain your grandfathered status.

### **Q: I'VE LOCKED IN MY DISCOUNT, AND MY AUTO-DELIVERY ORDER SPEND LEVEL IS \$260. IF I LOWER MY SPEND LEVEL TO \$195, WILL I STILL RECEIVE THE 20% DISCOUNT?**

A: No, you must maintain the respective spend level in order to receive the appropriate discount. You will qualify for the 10% discount if you spend \$195-259 on your ADO.

### **Q: I'VE LOCKED IN MY DISCOUNT, AND MY AUTO-DELIVERY ORDER SPEND LEVEL IS \$195. I WOULD LIKE TO INCREASE MY SPEND LEVEL TO \$260, WILL I STILL RECEIVE THE 10% DISCOUNT?**

A: No, your discount will increase to 20% if you increase your spend level.

**Q: HOW ARE SPEND DISCOUNTS CALCULATED WHEN YOU'VE EARNED A 3UR FREE CREDIT?**

A: Spend discounts are calculated based off of your order total after 3UR Free credits are applied.

For example:

Advanced Skincare Set

Price: \$349

3UR Free credit: -230

Subtotal: \$119

No Spend Discount applied.

**Q: I'VE LOCKED IN MY DISCOUNT, BUT MY AUTO-DELIVERY ORDER DID NOT RUN FOR TWO MONTHS. AM I STILL GRANDFATHERED IN?**

A: No, once your Auto-Delivery Order has not run after two months, you forfeit your grandfathered status.