



# Preferred Customer (PC) Rewards Program FAQs

## PREFERRED CUSTOMER REWARD PROGRAM

Nerium International takes pride in leading the way in innovative customer reward programs. We truly appreciate our customers, and we're always looking for ways to show them the love!

Effective August 1, 2017 we've updated our Preferred Customer Rewards Program to better serve our customers. In addition to our 30-day money-back guarantee, and at least 25% off retail pricing, Preferred Customers (PCs) get rewarded with the potential to earn unlimited \$10 and \$25 off product rewards, and free shipping.

### Program rules:

- Must be a PC to participate.
- PCs participating in the PC Loyalty Program are not eligible to participate in the PC Rewards Program.
- Earn a \$10 off product reward for every new PC referral that places an Auto-Delivery Order of \$50 or more. The \$50 total does not include shipping and applicable taxes.
- Earn a \$25 off product reward after every 3rd personal Auto-Delivery Order over \$100. The \$100 total does not include shipping and applicable taxes.
- Get free shipping on Auto-Delivery Orders over \$150.
- Product rewards expire 60 days after the date issued.
- Product rewards may only be used on one-time orders only.

Read our FAQs below for more details.

### Q: WHAT IS THE PREFERRED CUSTOMER (PC) REWARDS PROGRAM?

A: With the PC Rewards Program customers will receive the following benefits:

- Earn a \$10 off product reward for every new PC referral that places an Auto-Delivery Order of \$50 or more. The \$50 total does not include shipping and applicable taxes.
- Earn a \$25 off product reward after every 3rd personal Auto-Delivery Order over \$100.
- Free Shipping on all ADOs over \$150.

### Q: IN WHICH MARKETS WILL THE PC REWARDS PROGRAM BE AVAILABLE?

A: The full PC Rewards Program will be available in the US, Canada, and Mexico.

### Q: HOW DO YOU PARTICIPATE IN THE PC REWARDS PROGRAM?

A: Any new PC that purchases Nerium products through an Auto-Delivery Order starting Aug 1, 2017 can participate.

Any existing PC that purchases Nerium products through an Auto-Delivery Order AND is not participating in the existing PC Loyalty Program can also participate. (See Transition to New Customer Program section for more details on this.)

## Product Rewards

### Q: HOW DO I RECEIVE PRODUCT REWARDS?

A: There are two ways for customers to receive product rewards:

1. Earn a \$10 off product reward for every new PC referral that places an Auto-Delivery Order of \$50 or more. The \$50 total does not include shipping and applicable taxes.
2. Earn a \$25 off product reward after every 3rd personal Auto-Delivery Order over \$100. The \$100 total does not include shipping and applicable taxes.

### Q: IS THERE A LIMIT AS TO HOW MANY REWARDS I CAN RECEIVE?

A: No, there is no limit to the number of product rewards PCs can earn.

**Q: TO EARN THE \$25 OFF REWARD, DO THE AUTO-DELIVERY ORDERS HAVE TO BE CONSECUTIVE?**

A: No, Nerium will reward the PC for any 3 Auto-Delivery Orders that are over \$100. The \$100 total does not include shipping and applicable taxes.

For example:

Month 1 – Auto-Delivery Order = \$120

Month 2 – No order

Month 3 – Auto-Delivery Order = \$150

Month 4 – Auto-Delivery Order = \$200 -> Earn \$25 off reward

Once you log in to your Customer Account Center there is a tracker where you can track the status of rewards.

**Q: HOW WILL I KNOW I RECEIVED A PRODUCT REWARD?**

A: You will receive an email notification with your unique product reward code. You can also see all the rewards you've received in the Customer Account Center.

**Q: HOW DO I USE THE PRODUCT REWARD?**

A: You may use your product reward on one-time orders only, after logging in to your Customer Account Center. There will be a field in your checkout cart where you can type in or select your reward code. NOTE: Product rewards cannot be applied to Auto-Delivery Orders.

**Q: CAN I USE MULTIPLE PRODUCT REWARDS ON AN ORDER?**

A: Yes, you can use multiple product rewards on an order.

**Q: DO THE PRODUCT REWARDS EXPIRE?**

A: Yes, product rewards expire 60 days after the date issued.

**Q: CAN I SHARE MY PRODUCT REWARDS WITH ANOTHER CUSTOMER?**

A: No, your product rewards are unique to your Customer ID and will not be valid if used on another customer's account.

**Q: HOW DO I KNOW WHEN MY PRODUCT REWARDS EXPIRE?**

A: You can check the status of your product rewards in your Customer Account Center under the Rewards & Order History section.

**Q: CAN I USE MY PRODUCT REWARD ON MY AUTO-DELIVERY ORDER?**

A: No, product rewards are only applicable to one-time orders.

## Free Shipping

**Q: HOW DO I GET FREE SHIPPING?**

A: Free shipping will be offered to customers with an Auto-Delivery Order over \$150.

**Q: DO I GET FREE SHIPPING ON EXPEDITED SHIPPING?**

A: No, the free shipping only applies to ground shipping.

**Q: DOES FREE SHIPPING ONLY APPLY TO AUTO-DELIVERY ORDERS?**

A: Yes, free shipping is only available on Auto-Delivery Orders.

**Q: MY ONE-TIME ORDER IS OVER \$150, DO I GET FREE SHIPPING?**

A: No, one-time orders are not eligible for free shipping.

## Transitioning to the new Preferred Customer Reward Program

**Q: WHEN WILL THE EXISTING PC LOYALTY PROGRAM END?**

A: The PC Loyalty Program will end July 31, 2017.

**Q: I AM CURRENTLY PARTICIPATING IN THE PC LOYALTY PROGRAM. DO I HAVE TO FORFEIT MY PROGRESS AND PARTICIPATE IN THE PC REWARDS PROGRAM?**

A: No, if you're a PC that was progressing through the PC Loyalty Program, you can continue to progress and earn the benefits that were offered in the PC Loyalty Program.

Please note, once you have received Premier PC status, you must have one Auto-Delivery Order process in a two-calendar month timeframe. If you go past two months without an Auto-Delivery Order processing, you will forfeit your status and be enrolled in the new PC Rewards Program.

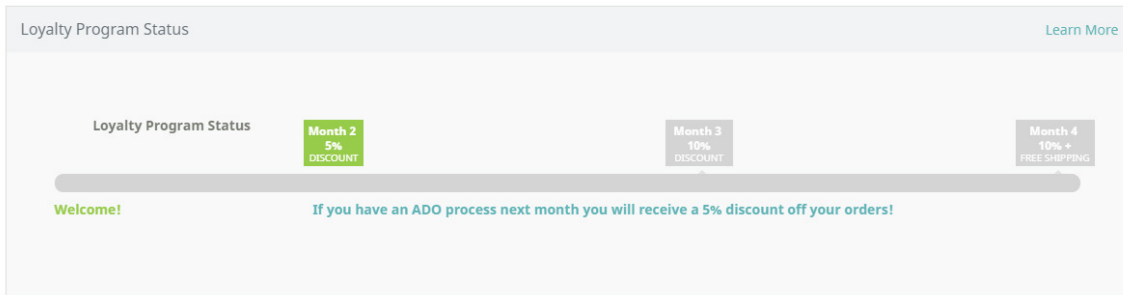
**Q: CAN I PARTICIPATE IN BOTH THE PC LOYALTY PROGRAM AND THE PC REWARDS PROGRAM?**

A: No, you can only participate in one program.

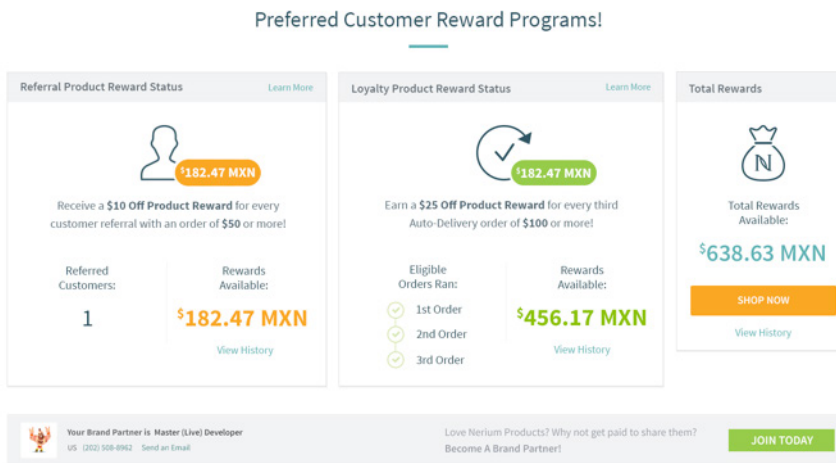
**Q: HOW DO I KNOW WHICH PROGRAM I AM ENROLLED INTO?**

A: You can check which program you are enrolled in by logging in to your Customer Account Center.

If you are a PC that was actively participating in the PC Loyalty Program, you will be enrolled in the PC Loyalty Program and will be able to see PC Loyalty Program details in your Customer Account Center. Your account center will look like this:



If you are a PC who has fallen out of the PC Loyalty Program, or not participating in the PC Loyalty Program, you will be enrolled in the PC Rewards Program. Your Customer Account Center will look like this:



All Preferred Customers participating in the PC Loyalty Program will be able to participate up until August 1, 2018.