

Local (OTG) and International (NFR):

This document answers some of the most frequently asked questions about how to order products from dōTERRA. For WA's in Australia, there are two options. The first option is "Local" meaning 'On-The-Ground'(OTG) the second option is "**International**" (NFR) referring to Not For Resale.

Local (OTG) purchases can be lodged online and will be processed in AUD and shipped from our Australian warehouse or collected in person from our head office in Melbourne. Local products Pricing shown includes GST. Products available via this ordering method are limited to those products that have been reviewed for compliance and imported for such purposes. This list of products can be found on dōTERRA's Tools site.

Please Note: Local purchases are only available for Australian residents. They do not apply to New Zealand residents.

International (NFR) purchases: can also be lodged online but will be processed in USD and shipped from our US warehouse. These products are Not For Resale and cannot be resold. The entire line of dōTERRA products is available through International orders. Products are imported into Australia as a personal consumption shipment.

We hope this guide is helpful for you as you continue your journey with dōTERRA.

Definitions:

Local Purchases: This refers to the services and products that are offered within Australia locally (OTG). The products that are offered Locally have been reviewed for compliance and are suitable for resale, and are subject to GST. Local purchases are only available for Australian residents.

OTG: On-The-Ground. Refers to products sold locally which can be re-sold.

International Purchases: Products purchased from dōTERRA in the U.S **internationally (NFR)**. This product is imported for personal use only and cannot be resold.

NFR: Not For Resale. Meaning they cannot be sold to anyone after you purchase them.

LRP: Loyalty Rewards Program. A program designed to reward our customers for making monthly purchases. In Australia, LRP orders can be setup for both Local (OTG) and International (NFR) (PV for and orders will be combined for qualification purposes). For example, if you have a Local LRP order for 50 PV and an International LRP order for 50 PV in the same month, your total PV will be 100 PV. However, to qualify for Fast Start bonuses you will need one LRP Order in excess of 100 PV.

WA: Wellness Advocates

A/R: Accounts Receivable. Each Wellness Advocate has an account balance with dōTERRA. As WA's earn commissions or are due refunds, the amount can be held on their account. This amount is considered a credit that can be used for other purchases.

FAQ's:

1. How to order?

- a. Ordering will continue to be available through your Virtual Office. You will be able to select whether you want to order Local (OTG) or International (NFR).

2. What currency am I purchasing in?

- a. Local (OTG) orders will be purchased in AUD.
- b. International (NFR) orders will be purchased in USD.

3. Do prices include GST?

- a. Local orders: Prices listed include GST.
- b. International orders: GST is not included in the prices. GST will only apply if your order exceeds \$1,000 AUD (after conversion from USD) and will be due to customs upon import.

NOTE: Product pricing is different from International and Local.

4. Can I have two LRP orders?

- a. Yes. You will have to manage two, separate LRP templates. The PV of International and Local orders will be combined for purposes of qualifications. *Please Note:* They cannot be combined for Fast Start qualifications or for the Product of the Month. To earn Fast Start, you must have a single LRP Order in excess of 100PV.

5. How will 200PV Offers work now?

- a. For these types of promotions, one order of 200PV will have to be placed to qualify. They cannot be split into two orders with varying amounts to total 200PV or more.
- b. In addition, these offers will differ from Local to International.
Please ensure that you place the order from the appropriate source to receive the desired promotion.

6. Why have one Local LRP order and one International LRP order?

- a. At this time, not all dōTERRA products are available for purchase locally. Therefore, we have decided to continue the International program so that WA's have full access to all of dōTERRA's amazing products.

7. How can I redeem my Product Credits earned through the Loyalty Rewards Program (LRP)?

- a. Online Redemption through your Virtual Office Shopping Cart – save on shipping via this process!
- b. You can redeem your LRP Points at the Will Call Centre at Head Office Australia. You can also collect these products from Will Call once you have redeemed your points.
- c. You can also redeem your points by calling Member Services on: (02) 8015-5080

8. How will my commissions be paid?

- a. Direct Deposit (AUD)
- b. AR Balance

9. How do I contact customer service?

- a. Customer service is available during Australia business hours. Please continue to contact customer service for all general questions.
- b. (02) 8015-5080 or via email at australia@doterra.com
- c. Business Hours:
 - i. T-F 9:00am – 6:00pm (AEST)
 - ii. Sat 9:00am – 2:00pm (AEST)

10. Why do some of the products have different names?

- a. In order to be compliant, some of our Local (OTG) product names had to be changed.
- b. Understand, however, that the product has not changed and is still the best quality that can be found.
 - i. Deep Blue (Rub)[®] = Ice Blue (Rub)[™]
 - ii. Serenity[®] = Lavender Peace[™]
 - iii. Immortelle[®] = Salubelle[™]
 - iv. Melaleuca = Tea Tree
 - v. Breathe[®] = Easy Air[™]

11. Is there a new Australian Product Guide available for purchase?

- a. The current Local price list found here is a simplified version of the product guide. It has the correct picture, name, and description on it. As we are adding new products monthly (in many cases) we won't be printing a final Product Guide for sometime so please continue to use the one available online. Announcements regarding updated Product Guides will be made in monthly e-communications.

AU Product Pricing List: <https://media.doterra.com/au-otg/en/forms/price-list.pdf>

NZ Product Pricing List: <https://media.doterra.com/nz-otg/forms/price-list.pdf>

12. Local order timing:

- a. Orders and promotions will continue to process according to U.S. Mountain Standard time.
- b. For example, LRP orders set to process on the 15th will process at 12:01am U.S. Mountain Standard Time.

13. What if I am not registered for GST, how can we charge GST on the products we sell?

- a. The price that we are charging is the price to our consultants. You will have to determine with outside professional advice how you need to handle taxes for your unique situation.

14. Should I enrol people under Local or International?

- a. As you determine whether to register locally or International, please keep in mind that your initial order will be limited to the products available for purchase.

15. What are the advantages for signing up locally?

- a. Products in Australia are able to be resold
- b. Products are labeled for the Australian market
- c. If you live close to the office, you will be able to collect your order in person.
- d. You will save money on shipping.

16. Where is the dōTERRA Head Office located?

- a. Ground Floor, 350 Wellington Road, Mulgrave VIC 3170 Australia
- b. Open hours to collect your order:
 - i. Mi F 9:00am – 5:00pm (AEST)