

# 20% LRP Boost

During the month of September, you will have the chance to increase your Loyalty Rewards Program (LRP) earning percentage to 20%! By placing a 150 PV+ Loyalty Rewards Program (LRP) order from 1-28 September 2019, we will increase your earning percentage to 20%. This will help you earn more points back on qualifying orders and boost you even closer to the top earning percentage tier of 30%!

## Rules & Terms

- PV is NOT always equal to the cost of an order. Before completing the order, the member must verify that the order is 150 PV or more. Any orders below this qualifying PV will not be eligible.
- Orders placed outside of the qualifying time period (1-28 September 2019) do not count toward the qualifying percentage increase. **No exceptions will be made.**
- Orders, once placed, cannot be changed, adjusted, or combined to qualify for the promotion.
- If the order is returned the member will no longer be eligible for the percentage boost.
- Wholesale Customers and Wellness Advocates can qualify for this promotion.

## FAQ

### **How long will this promotion last?**

1-28 September 2019

### **What happens to my earning percentage after the close of this promotion (after September 28 2019)?**

If you process a 150PV or more LRP order in the qualification period, your percentage will increase to 20% on 16th October. If you did not qualify, your LRP percentage will remain in line with the existing program.

### **What is the difference between price and PV?**

PV is not the same as the cost of the order. Although for some products the PV and the cost do match, this does not mean that PV equates to the cost of the products. Please review your PV amount before processing your order.

### **My order is under 150 PV. Can I still participate?**

To qualify for this promotion, your order must be at least 150 PV. If you have any questions, please



contact Member Services.

**Can I increase my percentage to higher than 20% as part of this promotion?**

No. This promotion caps at 20%. If you are currently at 10%, you will be boosted to 20%. If you are currently at 20% or higher, your LRP earning percentage will remain in line with the existing program.

**Do I have to be on the Loyalty Rewards Program (LRP) to participate?**

Yes. If you are not already enrolled in our rewards program, you will need to sign up to qualify for this promotion.

**Can I email in my order?**

Yes. You may also call Member Services.

**My credit card is declining. What should I do?**

If your credit card is declining, make sure that you have entered the correct information. If the problem persists, please contact Member Services.

**I am a Retail Customer. Can I participate in this promotion?**

No. Retail Customers cannot place orders through the Loyalty Rewards Program (LRP).

**How do I know if my order has been placed and processed?**

An order confirmation email will be sent to the email address listed on your dōTERRA account.

*If you feel you have qualified for the promotion and have not had your percentage increase to 20%, please call into member services, or send a short email to our Member Services Team no later than 20 October 2019. Adjustments **will not** be made after this date.*

