

## NEW SHIPPING REWARDS PROGRAM!

From December 5, 2017 NZ Wellness Advocates can begin to earn free product credits that can be redeemed towards dōTERRA products with the new Shipping Rewards Program (SRP) when they order from the NZ Warehouse. Any Wholesale Customer (WC) or Wellness Advocate (WA) can earn SRP Points in 3 ways: (1) By placing any online order, (2) By placing a Loyalty Rewards (LRP) or enrolment order, or (3) by placing an online LRP or enrolment order.



- Any **online or automated order** placed by a Wellness Advocate or Wholesale Customer throughout the NZ warehouse will receive 50 percent of the value of the shipping costs in Shipping Reward Program (SRP) points.
- Any **Loyalty Rewards or enrolment order** placed through our member services line from the NZ warehouse will receive 50 percent of the value of the shipping costs in SRP points.
- If a **Loyalty Rewards or enrolment order** is placed **online\*** through the NZ warehouse the Consultant or Wholesale Customer will receive 100 percent of the shipping costs in SRP points (in essence, FREE shipping).

## Frequently Asked Questions

### How are points calculated?

- For every NZD \$1 you will earn 1 SRP Point

### \*What does "online or automated order" mean?

- This is an order placed by a WA or WC online through their back office that remains untouched by a customer service agent.

### What markets can participate?

- New Zealand

### When will points be added?

- SRP points will be added to accounts during the commission run approximately 15 days after the end of each month.

### What orders qualify for Shipping Reward Points?

- Standard orders as well as Loyalty Reward orders can qualify for SRP points as long as they meet the program criteria.
- The order must be placed from the NZ warehouse.

### What if an order is returned?

- If an order is returned, SRP points from the order will be cancelled.

### Does the Shipping Rewards Program only apply to standard shipping?

- No, any shipping method will qualify for SRP points as long as the order meets the program criteria.

### Will SRP points expire?

- SRP points will expire based on the same expiration schedule as LRP points.

### Can I get SRP points when I ship orders from the US?

- No, shipping points only apply when you order through the NZ warehouse.