

FEBRUARY 2018 BOGO FREQUENTLY ASKED QUESTIONS

Can I use points to purchase the BOGOs?

No.

The free item isn't showing up on my order. What do I do?

When placing a Loyalty Reward order, the free item will not appear until you click on "Review and Process Today". This will take you to the review order screen and will show the free item(s) before checkout.

What should I do if the website is experiencing high volume and I am unable to place my order?

Check the website at a later time during the day, or call into member services and they will be able to assist you in placing your order.

How do I find out what the BOGOs are?

Daily specials will be announced each day—just look on the doTERRA Essential Oils Facebook page, Instagram page, or your inbox for the special offer image. You may also visit doterra.com and click "Shop Products". There will be one unique BOGO each day, Tuesday, February 20 through Saturday, February 24 for a total of five specials for the week.

Are there any exceptions that can be made for the BOGOs?

No. If you miss a BOGO, there will be plenty of opportunities in the future to participate in promotions and BOGOs.

How long does each BOGO last?

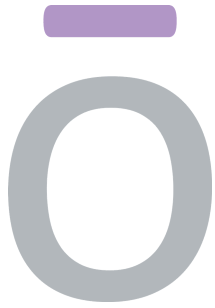
Each offer will begin at 12:00 am MT and will be available until 11:59 pm MT. If you choose to participate, your order must be placed and processed within that 24 hour period.

Which markets are eligible to participate in these BOGOs?

These BOGOs will be available to U.S., Canada, and all NFR markets. If you are not in the U.S. or Canada, please check with your market to see what offerings they have. Many international markets will also be participating in this BOGO event, although products may be different. Please contact member services to see if your market is participating.

Can Retail Customers and Wholesale Customers participate in the BOGOs?

Yes. All members are able to participate.



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Can you purchase a BOGO on an enrollment order?

Yes.

I want to place my order at the Product Center in Pleasant Grove, Utah. How do I do so?

Follow the instructions for purchasing below, but select Product Center as your shipping method. Please be aware that orders can only remain at the Product Center for 20 days.

Do I have to pay shipping every day for each BOGO order?

Yes. We recommend getting together with friends and placing one order and splitting the shipping costs.

How many BOGOs can I buy?

The BOGO limit is five per account, per day.

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.

Can I email in my BOGO order?

No. If you have a problem trying to process your BOGO order, please call into member services immediately at (800)-411-8151. If you email us, we will not be able to process the order.

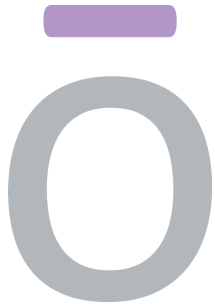
Do the BOGOs qualify to earn Loyalty Rewards Program (LRP) Points and Shipping Reward Program (SRP) Points?

The rules with points are as they normally are. LRP points will be based on the PV of the item you are purchasing. Example: If the special were "Buy 1 Lemon get 1 TerraShield Free," you would receive LRP points based off of the Lemon's PV value, which is 10. Remember that points only apply if the order is an LRP order at 50PV or above.

Orders will qualify for SRP Points based on normal qualifications.

My credit card is declining. What should I do?

If your credit card is declining, make sure to enter your postal and security code (found on the back of your card) before processing. If you continue to have problems processing your order, please call into member services at (800)-411-8151 immediately so they can assist you in processing your order.



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How do I order?

You can place a standard order or a Loyalty Rewards Order (LRP). Follow the instructions below.

Purchasing on a Standard Order

1. Sign in to your account and select the "Shop" tab.
2. Select the appropriate category for the special that day. For example, if the BOGO is "Buy one Grapefruit get a free Lemongrass," you would select "Single Oils," search for Grapefruit, and select "Add to Cart." Once you have finished shopping, click "Proceed to Checkout." The free Lemongrass will automatically be added to your cart.
3. Standard orders will no longer receive LRP points; however, standard order Shipping Reward Points still apply.

Purchasing on a Loyalty Rewards Order

1. Sign in to your account and click on your LRP template.
2. Search for the special that day. For example, if the BOGO is "Buy one Grapefruit get a free Lemongrass," search "Grapefruit," and select it when it pops up in the drop-down menu. The free Lemongrass will automatically be added to your cart.
3. Once you have finished shopping, select 'Review and Process Today', and then continue to the Review Order page. The free Lemongrass will automatically be added to your cart.
4. Select 'Process Now'. All LRP orders containing a BOGO must be at least 50PV in order to receive points.

Do I need to add extra items to my cart or can I just buy the BOGO?

You do not need to add additional items to your cart and can purchase just the BOGO deal for the day. If you want to earn points on an LRP order, you will need to meet the minimum requirements, which may require adding extra items to your cart.

Is this promotion "while supplies last"?

Yes, all BOGO promotions are offered on a while supplies last basis.