

# Home for the Holidays Q&A

## **Is there a limit on how many items I can purchase?**

Each holiday product has a limit of 4 per account, per month while supplies last.

## **Can I use points to purchase holiday product?**

Unfortunately, no. Points cannot be used on LTO items.

## **Can I add a holiday product to my LRP order?**

Yes. Please be aware that you will be required to process your LRP on the day that you create your order and you will need to add a non LTO item for the order to process.

## **Can I earn points on my holiday purchase?**

Normal LRP rules apply.

## **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 Member Services at (800)-411-8151. They will be able to assist you in placing your order.

## **How do I find out what the Holiday Products are?**

Our Holiday Guide is available to view on our website under "Advocates," "Literature," and "Brochures."

## **How long will the Holiday Products be available?**

We can't guarantee products will still be available by any certain date, but they will continue to be available online until we run out of inventory.

## **Can Retail and Wholesale Customers purchase Holiday Products?**

Yes, all members can purchase the Holiday Products.

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## **Can I purchase holiday products 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 same instructions for purchasing, but when you check out select Product Center as your shipping method.

## **How do I see what products are still available?**

We encourage you to follow us on social media (Facebook and Instagram) for product availability. You can also check our blog post, "Holiday Products 2018" to see the current list.

(<https://www.doterra.com/US/en/blog/spotlight-holiday-products-2018>)

## **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 Member Services at (800)-411-8151 immediately so they can assist you in processing your order.