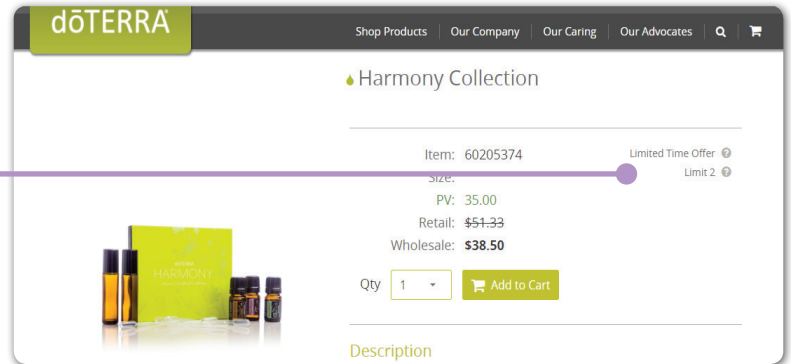


WHAT ARE SOME EXAMPLES OF LIMITED PRODUCTS?

- Holiday products
- Promotional items (i.e. BOGO)
- Account limit items
 - These are products that only allow you to order a certain amount. Limits on these items are usually temporary and vary between products.

HOW DO I KNOW IF A PRODUCT IS LIMITED?

You can check the product pages found on dōTERRA.com to see if a particular product is listed as a limited item by searching for its name and clicking on its image. Limitation details should be listed on the right-hand side of the purchase information.



WHAT IS DIFFERENT ABOUT LIMITED ITEMS?

- You cannot save limited items on a Loyal Rewards Program (LRP) order to process later. The LRP order must be processed immediately.
- Limited items cannot be the only item on an LRP order. There needs to be at least one standard item added.
- You cannot use points to redeem limited items, unless otherwise indicated.
- After an LRP order is processed with limited items, the limited items WILL NOT save to your LRP shopping cart for future orders. This may cause your next LRP order to process at a lower PV amount than desired. **After processing your LRP order, be sure to check that you maintain the desired PV amount in your saved LRP shopping cart.**

HOW DO I CHECK FOR LIMITED ITEMS IN MY LRP SHOPPING CART?

- Limited items will be listed as “One-Time” in the “Frequency” column of your LRP shopping cart.
- When a limited item is added to your LRP shopping cart, only the “Proceed to Checkout” option is available.
- Standard orders will not show if an item is limited.

