

The Local Shipping Rewards (SRP) helps all Wellness Advocates and Wholesale Customers earn free product credits that can be redeemed towards dōTERRA products. Any Wellness Advocate or Wholesale Customer can earn Shipping Rewards Program (SRP) Points in 3 ways:

- **By placing any online order**
- **By placing a Loyalty Rewards (LRP) or enrolment order**
- **By placing an online LRP or enrolment order.**

PERCENTAGE OF SHIPPING EARNED BACK IN SRP POINTS

TYPE OF ORDER	ONLINE ORDER (SELF SERVE)	MEMBER SERVICES
LRP ORDER	100%	50%
STANDARD ORDER	50%	0%

NUMBER OF SRP POINTS EARNED BACK WHEN SHIPPING

TYPE OF SHIPPING	100% OF SHIPPING	50% OF SHIPPING
STANDARD (\$7.95)	8 POINTS	4 POINTS
EXPRESS (\$9.95)	10 POINTS	5 POINTS

- Any **online or automated order** placed by a Wellness Advocate or Wholesale Customer will receive 50 per cent 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 will receive 50 per cent of the value of the shipping costs in SRP points.
- If a **Loyalty Rewards or enrolment order** is placed **online*** the consultant or member will receive 100 per cent of the shipping costs in SRP points (in essence, FREE shipping).

FREQUENTLY ASKED QUESTIONS

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?

Australia Local Orders only.

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?

Local standard orders as well as Local Loyalty Reward orders can qualify for SRP points as long as they meet the program criteria.

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?

Points will expire 12 months after they are earned. For example, if you placed an order on 1 Jan 2019 you will have until 31 December 2019 to use your points.

Why did my order take more than 2-5 days for standard shipping?

The 2-5 days does not include warehouse processing time. Please allow 24 hours for processing on all forms of shipping.

EXAMPLE OF 100% SHIPPING IN SRP POINTS

ORDER SUMMARY	
Item(s) Subtotal	\$144.00
Shipping	\$9.95
Estimated Shipping Reward Points	+ 10.00
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Total Amount Due:	\$153.95
	TOTAL PV 115.00
SHIPPING OPTIONS	
Standard Shipping (\$9.95)	<input checked="" type="radio"/>
Express Shipping (\$16.95)	<input type="radio"/>
dōTERRA Will Call	<input type="radio"/>
<hr/>	
This is for Personal Consumption	<input checked="" type="checkbox"/>