

## NFR Q&A

**Q1. How can I get the U.S. latest discounts/packages? Can we place US order in Hong Kong? What is the price and PV?**

A1. In order to get the latest promotion from the U.S. you may visit our official website at <https://www.doterra.com/US/en/>. For NFR order, you can visit [HKNFR Wholesale Product Order Form](#)

**Q2. Can I get the information from Hong Kong customer service?**

A2. Sure. If it is a special offer, you may also contact the U.S. customer service in order to get the updated information.

Meanwhile, you may also look for the new promotion at the virtual office. However, it may take a while to update.

**Q3. Why do I have to contact US service?**

A3. As each market has their own promotion, please browse Hong Kong promotions on <https://www.doterra.com/HK/en> and <https://www.doterra.com/US/en> for U.S. promotions.

**Q4. Is there anyone who answer the call in the U.S. service hotline? What are their business hours?**

A4. You can send email to the U.S. customer service [doterraglobal@doterra.com](mailto:doterraglobal@doterra.com) and wait for their reply, or call 800-411-8151 press (5) and then (1).

Operating Hours:

Monday–Friday: 8:00 pm– next day 14:00pm (Beijing time)

Monday–Friday: 8:00 am– 24:00 am (Mountain Time)

**Q5. Which courier we are using**

A5. We currently cooperate with UPS, USPS, DHL and FedEx. We mostly assign DHL to arrange shipping order from U.S. to Hong Kong.

**Q6. Why I can't see the NFR promotion from Virtual office.**

A6. Our virtual office mostly shows deals and promotions of Hong Kong. Please kindly check out <https://www.doterra.com/US/en> for U.S. products, Facebook “dōTERRA Essential Oils” or email [doterraglobal@doterra.com](mailto:doterraglobal@doterra.com) to contact with U.S. customer services. You can also call 800-411-8151 press (5) and then (1). to contact with U.S. customer services.

**Q7. Can I place a point redeem and LRP order at the same time?**

A7. Yes, you can place them at the same time by using virtual office.

**Q8. Where can I see the NFR point redeem list?**

A8. Most of the NFR product redeem points are same as points of purchase. Please check the NFR order form for your references while the accurate points will be based in our system.

**Q9. How long does it take for shipping order?**

A9. It usually takes about 5 to 7 working days for shipping order from U.S. to Hong Kong. It may take longer shipping period during peak seasons and holidays.

**Q10. Can Hong Kong CS helps to change, postpone or cancel the U.S. LRP setting?**

A10. Due to different systems between U.S. and Hong Kong, if you own an U.S. account or your LRP setting is shipping in U.S., you have to email [doterraglobal@doterra.com](mailto:doterraglobal@doterra.com) or call 800-411-8151 press (5) and then (1) to make any changes.

**Q11. How can I place an U.S. order in Hong Kong?**

A11. From U.S. to Hong Kong (HKNFR): provide Hong Kong address in English, name of recipient, contact number and item number, then email to [hongkongservice@doterra.com](mailto:hongkongservice@doterra.com)

Shipping in U.S. (US order): provide English address, English name of recipient, contact number and item number, then email to [doterraglobal@doterra.com](mailto:doterraglobal@doterra.com)

**Q12. Why I can't see the Hong Kong NFR price of a latest product on EVO?**

A12. HKNFR does not support all U.S. products. You can browse [HKNFR Wholesale Product Order Form](#) in Hong Kong website to see the products provided. For further information, you can email to [hongkongservice@doterra.com](mailto:hongkongservice@doterra.com) or call (852) 31976699.

Our service time is Monday to Friday 12:00-21:00; Saturday 12:00-19:00 & closed on Sunday and Public holidays.

**Q13. Why does the price of the U.S. PIPS provided by the Hong Kong website different from the Hong Kong NFR price?**

A13. Due to the US market's announcement of the price of OTG local market supply to local consumers. US Sent Hong Kong NFR (Not For Resale) to Hong Kong users small parcels, including taxes, packaging, administrative services and other costs, so the U.S. OTG prices and points will be different from the Hong Kong NFR orders.

**Q14. What is the office hours for US service?**

A14. Monday–Friday: 8:00 pm-14:00pm (Beijing time)

Monday–Friday: 8:00 am-24:00 am (Mountain Time)

**Q15. What are the shipping fees of U.S. order?**

**A15.**

Shipping fees of HKNFR (in USD)	
Order Total	Shipping fee
\$0 - \$299	\$13.95
\$300 - \$399	\$16.95
\$400 - \$499	\$19.95
\$500 - \$599	\$24.95
\$600 - \$699	\$35.95
\$700 - \$799	\$45.95
\$800 - \$899	\$55.95
\$900 - \$999	\$65.95
\$1000 - \$1249	\$75.95
\$1250 or above	\$85.95