

Macau, Welcome!

With immediate effect, doTERRA Hong Kong officially support Macau market. Macau members can enjoy the following services via Hong Kong Will Call Centre and related platforms:

- Macau members can login to EVO and place HKOTG/HKNFR order via doTERRA HK website.
- Enjoy delivery/group delivery to your designated Macau/Hong Kong address.
- For enquires, please contact our customer service at WhatsApp [+852 6628 6806](tel:+85266286806) / hongkongservice@doterra.com.

Existing Macau members will automatically migrate from GAC to Hong Kong/Macau members. New joiners will become Hong Kong/Macau member once enrolled.

FAQ

About Enrollment

Q: How many types of membership I can choose from?

A: Same as HK, you can join as WA (Wellness Advocates) / WC (Wholesale customer).

Q: What are the requirements to sign up as a doTERRA member?

A: To become a dōTERRA Wellness Advocates/Wholesale Customer, each applicant must:

1. Be of legal age (at least 18 years old) and be competent to enter into the Agreement.
2. Pay a non-refundable HK\$280 application fee;
3. Sign-up with dōTERRA online or submit a properly completed Wellness Advocate Agreement Form* to the Company within 30 days from the date of the Agreement;

For Wellness Advocates only,

- have and provide a valid Hong Kong and Macau identity card number, and in the case of a Corporation applicant, a business registration number.

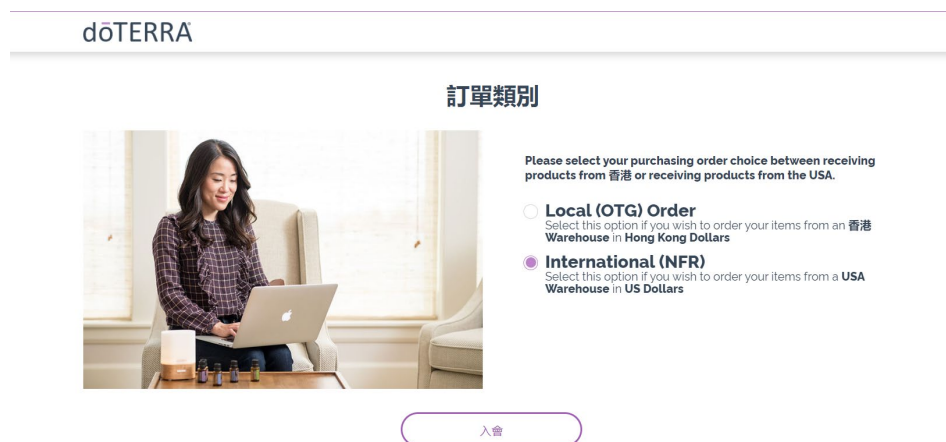
*WA/WC agreement forms: https://www.doterra.com/HK/en_HK/forms

Q: What are the HK OTG Enrollment Kits for signup as MC WA/WC ?

A: [You can check it here to access the info on our website.](#)

Q: Can I enroll via NFR purchase?

A: Yes, simply click “International (NFR)” when you enroll.



About Order

Hong Kong OTG Orders

Q: Where can I find HK OTG Price list?

A: https://www.doterra.com/HK/en_HK/forms

Q: How can I place an order?

A: Members can order via EVO, email, hotline and at our WILL CALL.

Q: Payment Method?

A: We accept VISA / MASTER / AE and JCB. Sorry we only accept Union Pay at WILL CALL.

Q: Can I resell doTERRA products in Macau?

A: At the first stage, we will focus on essential oil products, personal care (skincare, body care and haircare) plus household product lines.

Please kindly note all health supplements have not been registered with Macau DOH and members are obligated to local regulatory requirements.

Hong Kong NFR Orders

Q: Where can I find HK NFR Price list?

A: https://www.doterra.com/HK/en_HK/forms

Q: How can I place a HK NFR (ship from the U.S. to HK)?

A: 1. order from your EVO

2. email (hongkongservice@doterra.com) us from your doTERRA registered email, along with your doTERRA ID#, Date of Birth, product SKU/quantity, plus your credit card information (incl. CVV), HK delivery address, contact person name in English and mobile number.

Q: What are the payment method?

A: We accept AE, Visa/Master, JCB, AR

About Pickup/Delivery

Hong Kong OTG Orders

Q: What are the Pickup / Delivery options for my HK OTG order?

A: 1. Pickup at HK WILL CALL

2. Delivery (Macau address):

2.1 Fee:

Single Order Amount	Delivered to Hong Kong	Delivered to Macau
HK\$0-1,999	HK\$30	HK\$120
HK\$2,000 or above	Free of charge	Free of charge
Combined Shipping	HK\$10/single order (Starting from November)	

2.2 Group Delivery: We can group the orders for you and send to a single address at a service charge:

When choosing group delivery when placing an order

All orders in the group delivery request should be sent to the **same shipping address**

When all orders are completed and please received the order numbers, send the information to hongkongservice@doterra.com to inform the customer service to arrange the group shipping

After receiving the confirmation email, delivery will be arranged on the second working day.

2.3 Delivery time: 5-7 days, from Mon – Sat 0900-1800

2.4 Notification: SMS will be sent to delivery contact person mobile 30mins prior to delivery

*for details: https://www.doterra.com/HK/en_HK/deliveryservice

Q: What is the deadline for my WILL CALL Pickup?

A: The Company will have the option of shipping a placed order to a Wellness Advocate if an order has not been picked up at Will Call within twenty (20) days of placement of an order. The Company will assess the costs of such shipment to the Wellness Advocate as if the order had been originally placed as an order to be shipped. For details, please check our policy manual Section 5G: <https://media.doterra.com/hk-otg/en/brochures/policy-manual.pdf>

Hong Kong NFR Orders

Q: How to pickup/delivery my HK NFR order?

A: All HK NFR order have to be shipped to a HK address. Please fill out the designated HK delivery address and contact person when placing your order. Please note Hong Kong Will Call will not receive NFR orders on members' behalf.

About Commission

Q: Who qualify for commission?

A: All Wellness Advocates (WA) entitles to commission per company commission plan.

Q: When I will receive my commission?

A: Commission will be paid weekly/monthly.

Q: How can I know my AR balance?

A: You can check out your AR balance at your EVO or contact our Customer Service for details.

Q: What is the exchange rate of MOP vs HKD/USD?

A: All HK OTG product purchase and commission will be computed in HKD. Please refer to your bank for the exchange rate which may vary on daily basis.

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dōTERRA Hong Kong

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