

澳門，歡迎您! Macau, Welcome!

由 2022 年 5 月 1 日起, 香港分公司正式支持澳門市場。澳門會員可於香港分公司及平台享受以下服務:

- 直接進入 [doTERRA 香港網頁](#) 登入 [EVO](#)，便可即時選購 HKOTG & HKNFR 產品。
- OTG 產品更可選擇送貨/合併送貨到閣下澳門/香港地址。
- 服務查詢 WhatsApp [+852 6628 6806](#) / hongkongservice@doterra.com。

現會員即時由 GAC 澳門會員自動轉成為香港/澳門會員。而新會員註冊後則直接成為香港/澳門會員。

常見問題 FAQ

關於入會 About Enrollment

Q: 會員類別及入會資格?

A: 會員類別跟香港一樣, WA 健康倡導者/ WC 自用會員。

Q: 會員入會資格?入會需要什麼資料?

A: 欲成為一名 dōTERRA 健康倡導者/自用會員，申請人必須:

1. 達到法定年齡 (年齡 18 歲或以上) ；
2. 支付港幣\$280/年或購買入會套裝(含一年會籍) ；
3. 在網上與 dōTERRA 簽約，或在從協議簽署之日起 30 天內向公司提交適當完整健康倡導者/自用會員協議書* ；

僅就健康倡導者而言，

- 擁有並提供有效的香港和澳門身份證號碼，如為法團申請人，擁有並提供有效的 商業登記號碼。

*健康倡導者/自用會員協議書: https://www.doterra.com/HK/zh_HK/forms

Q: 澳門健康倡導者/自用會員 HK OTG 入會套裝及費用?

A: [會員入會套裝可參考香港入會套裝](#)。

Q: NFR 入會可以嗎?

A: 可以, 入會時請選擇 NFR 即可, 然必須填寫有效香港收貨人, 聯絡資料及地址。

dōTERRA

訂單類別



Please select your purchasing order choice between receiving products from 香港 or receiving products from the USA.

- ☐ **Local (OTG) Order**
Select this option if you wish to order your items from an 香港 Warehouse in Hong Kong Dollars
- ☒ **International (NFR)**
Select this option if you wish to order your items from a USA Warehouse in US Dollars

入會

關於訂購 About Order

OTG 訂單 (HK OTG)

Q: 如何知道 HK OTG 產品目錄/價錢?

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

Q: 訂購有那些途徑?

A: 會員可透過 EVO, 電郵, 電話, 營業大廳下單。

Q: 有那些付款方法?

A: 接受信用卡(VISA / MASTER / AE 或 JCB) · 銀聯卡只限營業大廳使用。

NFR 訂單 (HK NFR)

Q: NFR 產品目錄/價錢/運費?

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

Q: 訂購 NFR (美國運至香港)有那些途徑?

A: 1. 直接於閣下 EVO 上訂購,

2. 會員可憑閣下在 doTERRA 註冊之電郵地址, 將需要訂購的產品編號/數量, 連同會員號碼, 出生日期及信用咭資料(連 CVV), 香港英文送貨地址・收貨人英文名字及 電話號碼電郵至 hongkongservice@doterra.com

Q: 有那些付款方法?

A: 接受信用卡 AE, Visa/Master, JCB, AR

關於取/送貨 About Pickup/Delivery

OTG 訂單 (HK OTG)

Q: HK OTG 訂單取/送貨方法:

A: 1. 香港 WILL CALL 提貨 2. 澳門送貨 (至澳門地址):

2.1 送貨費用:

單一訂單金額	郵寄至香港地區	郵寄至澳門地區
HK\$0-1,999	HK\$30	HK\$120
HK\$2,000或以上	免費	免費
合併送貨	HK\$10/單一訂單 (11月起)	

2.2 合併送貨: EVO 選擇送貨方式時請選擇「合併送貨」

 **如下訂單時選取「合併發貨」**

所有需合併之訂單均
設定為**同一地址**

➤

待所有訂單完成及收到訂單編號後, 將資料
電郵至hongkongservice@doterra.com
通知客服相關安排送貨

➤

客服確認電郵後
於第二個工作天送出

2.3 送貨時間: 一般為 5-7 工作天, 送貨時間為星期一至六 0900-1800

2.4 通知: 送貨前 30 分鐘短訊發送至收貨人澳門手提電話

**送貨詳情可參閱 https://www.doterra.com/HK/zh_HK/deliveryservice*

Q: 下單後, 我最遲要什麼時候於營業大廳取貨?

A: 訂單於成功後必須於 20 天內取貨, 否則客戶需繳付延遲取貨衍生的貨倉或郵寄費用。詳情請 參閱行政手冊第 7 頁內條款。 <https://media.doterra.com/hk-otg/zh/brochures/policy-manual.pdf>

NFR 訂單 (HK NFR)

Q: HK NFR 訂單取/送貨方法:

A: 所有 HK NFR 訂單必須郵寄至香港地址, 請下單時填寫有效香港收貨人資料及地址 (恕不接受香港營業大廳作為送貨地址)。

關於獎金 About Commission

Q: 誰人有資格領取獎金?

A: 所有健康倡導者 (WA) 均可按獎金計劃領取獎金。

Q: 獎金發放時間?

A: 獎金以每週/每月發放。

Q: 如何查看 AR 內累積獎金?

A: 閣下可於線上辦公室 EVO 查閱 AR Balance 內獎金結餘, 或致電客服查詢。

Q: 葡幣跟港幣/美元之兌換率?

A: 除 HK NFR 以美金結算外, 所有 HK OTG 不論產品/獎金均以港幣結算, 然信用咭/轉賬至其他幣值時, 將按閣下銀行轉賬當日的相關兌換率計算。

2022.05.01

doTERRA Hong Kong

香港九龍佐敦上海街 80 號華海廣場 3 樓全層

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.

dōTERRA

訂單類別



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入會

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:



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.

2022.05.01

dōTERRA Hong Kong

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