

戶口重啟程序

Account re-activation process

Q 為何我需要重啟戶口？

A 當客戶超過一年沒有任何訂單，該賬戶就會被關閉。若客戶想再次購買產品或處理有關業務便需要重啟戶口。

Q 如何申請重啟戶口？

A 客戶可以透過以下途徑作申請：

- 1 透過客戶服務熱線 (+852 3197-6699)
- 2 以客戶登記之電郵發郵件至 hongkongservice@doterra.com

Q 申請重啟要準備什麼及需要注意那些事項？

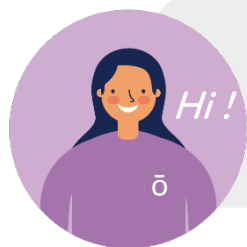
A 在申請重啟前，請先準備以下資料：

- ✓ 申請人之姓名、身份證末4碼、會員編號及電話號碼
- ✓ 正確的介紹人及保薦人姓名及編號*
- ✓ 若以電郵申請，必須由公司系統上所登記的郵箱發出。若沒登記電郵請使用其他所述之途徑申請
- ☆ 整個申請流程需大概1-2工作天。當帳戶重新啟動後，請務必於48小時內完成最少一張訂單，否則賬戶會再次被關閉。

Q 我如何知道我以電郵發出的申請狀況呢？

A 在您發出申請到 hongkongservice@doterra.com 的郵箱後，系統會自動寄出回覆信函，即代表公司已收到您的申請。若資料無誤，辦理時間大概為1-2天。當申請辦理後，我們會發出一個確認電郵。請在收到確認電郵後的48小時內完成最少一張訂單被免賬戶再被關閉。

* 若您在重啟戶口的同時需要轉換介紹人或推薦人，請將上述資料及新的介紹人和推薦人資料直接發至 placement@doterra.com 辦理。詳情請參考政策手冊第九條。



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Q When should I apply my re-activation?

A When a customer have not place order for more than one year, the account will be suspended. Customer will need to re-activate the account if he/she would like to purchase products again or handle the related business.

Q How can I re-active 客戶 account?

A You can apply via the following methods:

- 1 Call our customer service hotline (+852 3197-6699)
- 2 Send email to hongkongservice@doterra.com by your registered email

Q What I need to prepare for the application?

A Please make sure you have the following ready:

- ✓ Applicant's name, I.D. number last 4 digits, membership number and telephone number.
- ✓ Accurate names and membership number of enroller and sponsor.
- ✓ If apply via email, make sure you are using the registered mailbox to send out the email. If you did not register any email, please call our customer service hotline to apply the re-activation.
- ☆ The whole application process will take around 1-2 days. After the account is re-activated, please place at least ONE order within 48 hours otherwise the account will be suspended again.

Q How can I know the status of my application?

A Once you send an email to hongkongservice@doterra.com, the system will send you an autoreply email as a notification. The re-activation will take around 1-2 days to proceed. You will then receive a confirmation email. Please place order within 48 hours after you receive the confirmation email to avoid the account suspend again.

If you wish to change your enroller/sponsor and re-activate your account, please send the above mentioned information together with the new enroller and sponsor information to placement@doterra.com directly. For detail please refer to our policy manual clause no. 9.