

無憂訂購好EASY

想以最方便又最少時間的方法購買dōTERRA產品？
參閱以下問與答，讓你輕鬆訂購沒煩惱！

Q 我可從什麼途徑下單？

A

訂購方式	付款方式	下單所需資料	
EVO線上辦公室 (*只適用於香港會員) https://login.doterra.com/hk/zh-hk/sign-in	1. 信用卡 ¹ 2. AR ²	1. 會員號碼 2. 會員姓名 3. 身份證尾4碼 / 出生年、月、日 4. 信用卡號碼 ¹ 及安全碼 5. 信用卡到期日 6. 聯絡人姓名及電話 7. 郵寄香港/澳門 ³ 英文地址 8. CVV	
電郵 hongkongservice@doterra.com			
電話 (852) 3197 6699			
WhatsApp (852) 6628 6806			
親臨 營業大廳	1. 現金 2. 信用卡 ¹ 3. AR ² 4. 八達通		5. 銀聯 6. FPS 7. PayMe 8. WeChatPay

備註: 1 信用卡(VISA / MASTER / AE 或 JCB)
2 AR為健康倡導者的帳戶獎金餘額
3 如NFR訂單必須郵寄至香港地址 (恕不接受香港營業大廳為送貨地址)

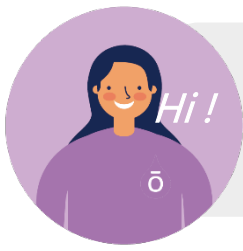
↓ 若以電郵訂購，您可參考以下範例 ↓

訂購電郵範本：

會員號碼：	123456
會員姓名：	Happy Chan
出生日期：(日/月/年)	28/3/1980
身份證尾4碼：	000A
訂單類型：	LRP忠誠顧客訂單 / 一般訂單
取貨日期：(日/月/年)	31/3/2020
取貨方法：	自取/郵寄
郵寄英文地址：(如適用)	Rm A 2/F, 3 Nathan Rd, Kowloon
聯絡人英文姓名：	Happy Chan
聯絡人香港/澳門電話號碼：	(+852 / +853) 9900-0000

產品 / 產品編號	數量	PV (合共)	價錢 (合共)
檸檬 / 30120406	3支	36PV	HK\$315
薄荷 / 30190406	2支	56PV	HK\$430
	總數	92PV	HK\$745

付款方式：	信用咭 / AR / 點數兌換
持咭人姓名：	Chan Tai Man
信用咭號碼：	123456789101 + 安全碼
到期日：	12/2021



無憂訂購好 EASY

想以最方便又最少時間的方法購買 dōTERRA 產品？
參閱以下問與答，讓你輕鬆訂購沒煩惱！

Q 我可以授權他人或物流公司代我取貨嗎？

A 可以，如果請他人代領，提貨人需留下姓名及電話號碼，並告知您的會員號碼、身份證尾4碼或出生年月日便可代取貨。
如找物流公司代取貨，可在電郵下單時註明並說明物流公司的取貨日子。如經其他途徑下單，請另發電郵告知此安排。待我們確認後，您便可安排物流公司來取貨。電郵內需註明以下資料：

1. 會員號碼
2. 會員姓名
3. 身份證尾4碼 或 出生年月日
4. 訂單編號
5. 提貨公司名稱
6. 預定取貨日期

*請務必等待我們確認後才安排物流/速遞公司取貨。

Q 我如何能縮短排隊購貨的時間？

A 您可先透過EVO線上辦公室、電郵或電話下單。然後到營業大廳向客服同事提供資料取貨。

Q 我有大量訂單需前來提取，請問可以預約領取嗎？是怎樣預約取貨？

A 為節省取貨時間及讓取貨流程更加順利，我們十分鼓勵預約領貨。若要領取5-9張訂單，請於取貨前2天填妥「預約領貨單」，然後電郵至 hongkongservice@doterra.com 預約。
若訂單超過10張，請於取貨前3天或更早之前預約。

www.doterra.com.hk → 健康倡導者 → 表格及單張 → 預約領貨單
<https://media.doterra.com/hk-otg/zh/forms/bulk-order-pick-up.pdf>

Q 下單後，我最遲要什麼時候取貨？

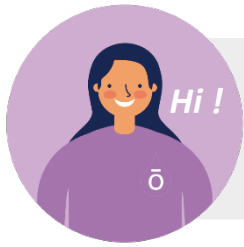
A 訂單於成功後必須於20天內取貨，否則客戶需繳付延遲取貨衍生的貨倉或郵寄費用。詳情請參閱行政手冊第6頁內5G條款。
<https://media.doterra.com/hk-otg/zh/brochures/policy-manual.pdf>

Q 如選擇寄貨，運費將如何計算？

訂單金額	郵寄至香港地區	郵寄至澳門地區
HK\$0 – \$1999	HK\$30	HK\$120
HK\$2000 或以上	豁免	
合併送手續費	HK\$10	豁免

更多詳情

www.doterra.com.hk → 資源 → 各類資料及表格 → 送遞服務
https://www.doterra.com/HK/zh_HK/deliveryservice



HASSLE-FREE PURCHASE IS EASY!

Want to know the easiest and fastest way to purchase dōTERRA products?
See the Q & A below!

Q How can I place order?

A

Purchase Method	Payment Method	Required Information
HK dōTERRA virtual office (EVO) (ONLY for HK members) https://login.doterra.com/hk/zh-hk/sign-in	1. Credit Card ¹ 2. AR ²	1. Membership Number 2. Member's Name 3. ID Card last 4 digits or Date of Birth 4. Credit Card No. ¹ & CVV 5. Credit Card expiry date 6. Contact Name & Phone Number 7. HK/Macau Delivery Address ³ (English) 8. CVV
Email		
hongkongservice@doterra.com		
Telephone		
(852) 3197 6699	5. UnionPay 6. FPS 7. PayMe 8. WeChatPay	
WhatsApp		
(852) 6628 6806		
In Person	1. Cash 2. Credit Card 3. AR ² 4. Octopus	
Will Call Centre		

- Remarks:
- 1 Credit Card (VISA / MASTER / AE or JCB) and do not accept UnionPay.
 - 2 AR is Wellness Advocate's account receivable balance.
 - 3 NFR order must be delivered to HK address (HK Will Call cannot be delivery address).

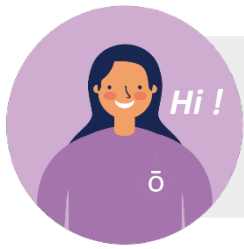
↓ For email purchase, please refer to the template below ↓

Purchase email Template:

Membership No. :	123456
Name :	Happy Chan
Date of Birth : dd/mm/yyyy	28/Mar/1980
ID Number last 4 digits :	000A
Order Type :	LRP / Standard Order
Pick Up Date : dd/mm/yyyy	31/Mar/2020
Pick Up Method :	Self Pick Up / Delivery
Delivery Address (English) : (If applicable)	Rm A 2/F, 3 Nathan Rd, Kowloon
Contact Person :	Happy Chan
Contact Number (HK/Macau) :	(+852 / +853) 9900-0000

Product / Product Code	Quantity	PV (Total)	Total Amount
Lemon / 30120406	3	36PV	HK\$315
Peppermint / 30190406	2	41PV	HK\$430
	Total	92PV	HK\$745

Payment Method :	Credit Card / AR / Point Redemption
Card Holder's Name :	Chan Tai Man
Credit Card Number :	123456789101 + CVV
Expiry Date (MM/YYYY) :	12/2021



HASSLE-FREE PURCHASE IS EASY!

Want to know the easiest and fastest way to purchase dōTERRA products?
See the Q & A below!

Q May I assign someone else or courier to come and pick up my order?

A Yes, if you assign someone to pick up the order for you, the authorized person will have to provide his/her name and contact number, as well as purchaser's WA number and last four digits of I.D. or date of birth.

You can arrange courier to pick up the order for you too. When you send the order by email, simply mark the pickup method and the collection date in the email. If your orders are placed via other channels, please send us the email for this arrangement. After our confirmation, you can arrange courier accordingly. Please include the following information in your email:

1. Membership number
2. Name
3. ID Card last 4 digits or Date of Birth
4. Order Number
5. Courier Company Name
6. Expected collection date

***Please DO NOT arrange courier until receive our confirmation**

Q How I could save the waiting time at the will Call to place an order?

A You may place an order via our EVO, email or phone first, and then visit our Will Call center and pick up from our Pick-up counter by providing the required information.

Q I have bulk orders need to be picked up, can I schedule a time for pick up?

A In order to save time and experience a smooth process, it is highly appreciated to make an appointment before you come to pick up bulk orders. If you have 5-9 orders, please fill in our **"bulk order pick up form"** and email to hongkongservice@doterra.com 2 days before pick up the orders. If you have 10 orders or above, please send the form 3 days in advance.

www.doterra.com.hk → Our Advocates → Forms and Flyers → **Bulk Order Pick Up**
<https://media.doterra.com/hk-otg/zh/forms/bulk-order-pick-up.pdf>

Q By when do I have to pick up my order?

A Order must be picked up **within 20 days** after the order is completed, otherwise the order might be shipped out automatically and shipping fee will be at your account. Details please refer to our Policy Manual page 8 clause 5G.

<https://media.doterra.com/hk-otg/en/brochures/policy-manual.pdf>

Q How to calculate the shipping fee?

Single Order Amount	Deliver to Hong Kong	Deliver to Macau
HK\$0 – \$1999	HK\$30	HK\$120
HK\$2000 or above	Waived	
Combined Shipping Charge	HK\$10	Waived

For more details:

www.doterra.com.hk → Resources → Flyers & Forms → **Shipping Information**
https://www.doterra.com/HK/en_HK/deliveryservice