

客戶服務解答你！ Customer Service Q&A！

## LRP 忠誠顧客獎勵計劃 LRP (Loyalty Rewards Program)

### Q 什麼是LRP忠誠顧客獎勵計劃？

A dōTERRA Loyalty Rewards Program (LRP) 忠誠顧客獎勵計劃，是客戶透過持續每月購買產品來賺取產品點數和累積回贈百分比，免費兌換您想要的dōTERRA產品。參加的時間越長，回贈百分比就越高 – 最高可達30%！客戶只需要設定LRP訂單內容及出貨時間，並確保每月訂單能順利完成。簡單事情每月做，大大的回饋隨手可得！！

### Q 如何設定LRP？

A 您可登入線上辦公室後自行設定，亦可以發電郵(hongkongservice@doterra.com)或致電(+852 3197 6699) 給客服辦理。若以電郵通知客服處理，一般將在24小時後於系統更新。您可於線上辦公室或致電到客服確認設定是否已完成。

### Q LRP可以設定在哪幾天？

A 每個月的1 - 28日都可以設定「LRP 忠誠顧客獎勵計劃」。您可隨時更改設定的日期，但須留意您只能設定未來的日期而不能回溯。因此，最遲須於原先設定日前一天在線上辦公室完成變更。若需透過客服中心作業，請於原先設定日的前兩個工作天，以電話或電郵方式聯絡客服處理。

### Q 若需要暫停LRP1-2個月，之後可再透過LRP訂單繼續訂貨嗎？

A LRP 給予客戶非常多的優惠，但同時也需要您配合相對的義務。您需每月完成最少一筆1PV或以上之LRP訂單，但若因個人因素而未能完成，公司有權取消您的LRP設定，累積之回贈點數及百分比亦將歸零。

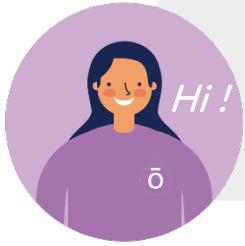
### Q 終止LRP後，我可以再次參加嗎？

A LRP並非強制性，您可隨時取消。但當您終止您的LRP的同時，您的LRP回贈點數及百分比亦將會全數歸零。您可隨時選擇再次啟動您的LRP，但回贈點數及百分比亦將重新開始計算。

### Q 是不是完成了100PV的LRP訂單便可以獲得當月的快速獎金？

A 「快速獎金」是我們獎勵計劃中的其中一個獎勵。目的是讓健康倡導者介紹新會員後能立即獲得獎勵。當您介紹新人入會後 60 天內他們產生的每筆訂單之 20%PV (個人業績) 即成為您的獎金。請緊記您必須先將您當月的LRP設定為100PV或以上並完成訂單方能獲得此獎金。

更多有關LRP忠誠顧客獎勵計劃的內容，歡迎瀏覽我們的網頁[www.doterra.com.hk](http://www.doterra.com.hk)。



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## LRP 忠誠顧客獎勵計劃 LRP (Loyalty Rewards Program)

### Q What is LRP (Loyalty Rewards Program)?

A Loyalty Rewards Program is to let our loyal customers to become smarter consumers and receive up to 30% of product reward points to redeem products. Simply set the LRP order content and the order completion date, also ensure the LRP order complete successfully every month and you will receive the points!

### Q How do I set up the LRP?

A You can use the virtual office to set up the program, or you can email (hongkongservice@doterra.com) or call our customer service (+852 3197 6699). If your setting is requested via email, please allow 24 hours to let the system update your setting. You can go to the virtual office or call customer service to verify the settings status.

### Q When can I set the LRP?

A The "LRP Loyalty Program" can be set up on the 1st to 28th of each month. You can change the set date at any time according to your needs, however, please be aware that you can only set a future date and not retroactively. Therefore, changes must be completed on online office at least one day before the original set date. If you need assist from customer service centre, please call or email to customer service two business days before the original set date, and our customer service staff will serve you.

### Q If I suspend the LRP for 1 to 2 months, can I continue to order with the LRP afterwards?

A LRP gives customers varies benefits, but some obligations are required. You will need to complete at least 1PV or above LRP order every month. If your LRP order cannot be completed due to personal reasons, the company has the right to cancel your existing program and the accumulated product points and the reward percentage will also be reset to zero.

### Q If my LRP is terminated, can I join again later?

A The LRP Loyalty Rewards Program is optional for members to qualify for rewards. After you terminate the program, your LRP points and percentage will be reset to zero. You can choose to order products at any time by using the normal ordering method. You are also welcome to choose to launch your LRP order again at any time, the points and reward percentage will be restarted.

### Q Can I get a fast start bonus of the month once the LRP order with 100PV is set up?

A The Fast Start Bonus is designed to provide immediate earnings to Wellness Advocates when they enroll others. The enroller of the new Wellness Advocate then receives 20 percent of the PV of every order the new Wellness Advocate places in their first 60 days. New Wellness Advocates can earn Fast Start Bonuses in their enrollment month as long as you have an LRP template of at least 100 PV set up and complete.

For more detail about LRP, please visit our website [www.doterra.com.hk](http://www.doterra.com.hk).