

We are excited for the opportunity to bring the purest, highest quality essential oils and other wellness products to the country of India. Our corporate New Market Development, Legal, Finance, Operations and IT teams are working tirelessly to ensure we are able to commence compliant operations with minimal changes to our core business model. This document provides a high-level overview as well as answers to frequently asked questions regarding the India opening. There remains much to do in the coming months, but we are confident dōTERRA's presence in India will be impactful and long lasting.

## COMMENCEMENT OBJECTIVES

Our goal is to keep our company, products, business, and culture consistent with all other markets. Some changes may be necessary in order for dōTERRA and dōTERRA's Wellness Advocates to operate compliantly. Changes are primarily driven by India's 2016 Direct Selling Guidelines, the recently released 2021 Consumer Protection Direct Selling Rules, and other local regulatory compliance requirements. Our main objective is to establish a basic, compliant foundation of products and services.

Our commencement objectives are:

- Commence operations with 40–50 key products that are officially registered in India.
- Convert existing Global Access (GAC) India accounts to Indian accounts.
- Allow new Indian Wellness Advocates to join dōTERRA India.
- Establish a compliant and effective environment for product education, sharing, and business building.
- Begin paying commissions to Wellness Advocates in India.
- Provide competitive, efficient product delivery throughout India.
- Implement dōTERRA's Loyalty Rewards Program.
- Begin product promotions and incentive programs.

## FAQ

### India General Overview

What major differences can I expect and plan for in India?

- **Account Types:** We are excited to open India offering the Wellness Advocate account type. The Wholesale Customer account type may be offered in the future after commencing operations and evaluating market growth.
- **Enrollment Fee:** In accordance with India regulations dōTERRA will not be charging an enrollment fee. New Wellness Advocates will be able to make a purchase after providing all necessary personal information required to create an account. We will offer discounted first experience kits as is customary in other markets, but no purchase is required to create an Indian account.
- **Loyalty Rewards Program:** India restricts recurring payment transactions for amounts up to ₹ 5,000 (about \$70 USD). In order to better accommodate our Wellness Advocates, dōTERRA India will not require Wellness Advocates to create a dedicated LRP template as is customary in other markets. Wellness Advocates instead may choose to opt-in to the Loyalty Rewards program either at the time of joining or later through the Virtual Office. After opting in, every order placed through the Virtual Office will be considered a Loyalty Rewards order by dōTERRA\*. The monthly PV requirements to earn Loyalty Reward Points and certain bonuses will not change. Please reference our LRP Flyer and India Compensation Plan Flyer for more information regarding these requirements.

Wellness Advocates may choose to opt-out of the program by emailing India Customer Service [india@doterra.com](mailto:india@doterra.com). Opting out of the program will result in the loss of any accrued LRP points and point percentage.

\* dōTERRA India reserves the right to audit accounts and verify if Wellness Advocates are compliantly participating in the Loyalty Rewards Program. Those not in compliance with the Program guidelines may be removed from the Program and lose any accrued reward points and percentages.

- **dōTERRA Sharing Bonus:** dōTERRA's weekly bonus will now be called the dōTERRA Sharing Bonus and will pay two levels in India. This bonus will still pay 35% overall. The first level enroller will receive 25% and the second level will receive 10%. Modifications to the dōTERRA Sharing Bonus are in compliance with Indian regulations.
- **dōTERRA Sharing Bonus Qualifications:** Wellness Advocates who opt in to the Loyalty Rewards Program and achieve sales turnover of 100PV or more during the month qualify to receive the dōTERRA Sharing Bonus. The 100PV order may be purchased on a single order or split among multiple orders. Please note the Product of the Month promotion will require 125PV or more on a single order to receive this free product.
- **Order Payment Options:** dōTERRA is excited to offer several different payment methods for orders. These include credit and debit cards, e-wallets, bank transfers, and UPI. More information about these payment methods will be posted on our website prior to commencing operations.
- **Product Selection:** India will open with 40-50 key essential oil and traditional cosmetic products. We will also offer 1–2 diffuser options. Please note that some products may be available at the time we commence operations and some may arrive soon after. Supplements will not be available at the time we commence operations. Our goal is to introduce additional oils, as well as other products, strategically, systematically, and as quickly as possible.
- **Product Pricing:** dōTERRA does all it can to maintain affordable prices for our high quality products. We set local market pricing based on several considerations including the costs incurred to be able to import and provide these products for sale as well as those to support local business activities. Importation, operational, regulatory, and other costs vary from market to market and will have an impact on local product pricing.
- **Product Claims:** Every country has different regulations governing essential oil marketing and therapeutic claims. Indian products are registered under aromatic, cosmetic, and food flavoring categories. Product information pages will be available on our website and will provide guidance on what types of claims may be made for dōTERRA India products.
- **FSSAI Registration:** Some of dōTERRA India's products are registered as food oils. Because of this, all dōTERRA India accounts will need to provide a food business operator FSSAI registration or application number. New dōTERRA India accounts will provide this at the time of enrollment and current GAC India members will provide this at the time of account migration. Wellness Advocates who do not provide this information may not have access to the full India product offering.
  - a. Members can follow these steps to apply:
    - i. Visit [FoSCoS - FSSAI](https://foscoc.s.fssai.gov.in/public/fbo/open-eligibility/N) (<https://foscoc.s.fssai.gov.in/public/fbo/open-eligibility/N>)
    - ii. Select the state
    - iii. Select Trade – Retail
    - iv. Select – Distributor [ click on the + (plus) sign at the right ]
    - v. Select – Turnover up to 12 lakhs
    - vi. Proceed
    - vii. Select “Click here for registration of all businesses”
    - viii. Fill out the Form A, selecting Number 13 & 99 for the food category
    - ix. Pay the fees

- **Payment of Commissions:** dōTERRA India will pay commissions via direct deposit to Wellness Advocates. The dōTERRA Sharing Bonus will be paid weekly while all other commissions and bonuses will be paid monthly.
- **Commission Tax Withholding and Reporting:** We understand from our local tax consultants that commissions will be subject to income tax withholdings once Wellness Advocates reach a threshold of ₹ 15,000. Withholding rates will vary based on documentation provided during enrollment. The withholding will be 20% for those who do not provide a PAN card and 5% for those who do.  
  
dōTERRA India will provide Wellness Advocates with a form 16A at the end of the Indian fiscal year. We encourage Wellness Advocates to consult with a local tax consultant to address any income reporting questions.
- **Marketing Materials & Resources:** Many dōTERRA sales materials and resources have been revised to become compliant with local claims and regulations. We will commence operations with some basic corporate materials and will introduce more materials as they become available.
- **Office & Staffing:** We will commence operations with an office in Mumbai to accommodate local staff and a product center. More information regarding office accommodations including access to the Wellness Advocate training rooms will be available on our website prior to commencing operations.
- **Product Promotions:** We will commence operations in India with standard Product of the Month and 10% off promotions following the global qualification guidelines. As the market grows, we plan to test various types of promotions, considering local purchasing power and cultural preferences.
- **Bugs, Delays, & Changes:** India is an exciting and unique market that requires many system and process customizations. Because of this, India may experience bugs, delays, or changes in the early stages of commencing operations. Our teams will thoroughly test systems prior commencing operations and will work through to resolve issues as quickly as possible. We appreciate the support and understanding of our leaders as we partner together during this historic new market opening.

## Account Migration & Business Building Information

### When can new Wellness Advocates join dōTERRA India and when can existing Wellness Advocates begin buying product in India?

- dōTERRA India anticipates commencing local operations sometime in April of 2022. Please note this date may be subject to change. At this time existing Global Access accounts will be migrated to the new India environment and we will open local joining for new Indian Wellness Advocate accounts. Only those with an Indian Wellness Advocate account will be able to purchase product from dōTERRA India.

### How will I know when India launches?

- All Global Access Country (GAC) accounts with India indicated as their country will be notified prior to our official commencing operations. This will be communicated through email, social media, and other means to ensure all current GAC accounts are aware of this exciting change.

This announcement will also be shared across our global markets to ensure all are aware of India's commencement of operations.

### I'm a current Global Access (GAC) member in India. Do I need to do anything on my account when the market opens?

- New Market Development will email several communications preparing GAC members for market opening. We kindly ask members and uplines to take personal action on instruction given in those emails in order to best prepare themselves and their teams for opening. When the market is ready to commence operations, Global Access (GAC) members will be prompted via email to migrate their account to a dōTERRA India account. This will be a phased approach. Please pay attention to the email on file with dōTERRA in March-April of 2022.

**How will account migration work?**

- The corporate and local dōTERRA teams will work closely with local leadership to live test the new India market. Once satisfactory results are reached, we will begin the mass migration process. Wellness Advocates who do not have a GAC AR balance will receive an email from dōTERRA asking them if they are ready to migrate their account to India.

Wellness Advocates who confirm via email will have their accounts automatically moved to the new India environment and will be able to access their Indian Virtual Office by going to <https://beta-doterra.myvoffice.com/index.cfm>.

Wellness Advocates who have an existing GAC AR balance must use or cash out their GAC balance prior to migrating their account. Cashing out may be done by contacting [propaygac@doterra.com](mailto:propaygac@doterra.com).

Global Access Wholesale Customers will automatically be upgraded at the time they select to migrate their account. This is done in order to be in compliance with local Indian consumer rules and regulations. Please contact [india@doterra.com](mailto:india@doterra.com) for questions related to this account upgrade.

**Will GAC members be able to order and build as part of dōTERRA India right away?**

- Global Access Wellness Advocates who have had their accounts migrated to the new India environment will be asked to agree to the new local India Terms & Conditions, provide valid proof of address & identity, and will need to update their shipping information prior to placing orders. Migrated Indian Wellness Advocates who meet these requirements can immediately begin purchasing product, however they will only be able to have new Indian Wellness Advocates join their team after their identity documentation has been verified.

**What will happen to Wholesale Customers in my team?**

- Global Access Wholesale Customers will automatically be upgraded at the time they select to migrate their account. This is done in order to be in compliance with local Indian consumer rules and regulations. Please contact [india@doterra.com](mailto:india@doterra.com) for questions related to this account upgrade.

**What if my team does not want to migrate or my Wholesale Customers do not want to upgrade?**

- dōTERRA will not force any account to migrate or upgrade initially. We understand that with this exciting change there may be some uncertainty or hesitation to migrate. There will be a transitional period during the early stages of commencing operations to allow members time to prepare necessary documentation needed to hold an Indian account.

However, new sign up through GAC will be turned off once our teams are fully confident with the performance of the new India market. At some point, a hard cut over to the new India market may also be necessary for legal and logistical purposes. We will work closely with those hesitant to migrate to help mitigate and resolve concerns regarding account migration.

**What will happen to my team if some members migrate and some don't?**

- India will follow dōTERRA's Global Compensation plan and there will be no change to team organization through the migration process. The only impact to team organization may come if downline members choose to no longer participate as part of dōTERRA and decide to terminate their account.

**Will foreigners living in India be able to have an Indian Wellness Advocate account?**

- Only native Indians, Non-resident Indians, and Overseas Citizens of India and those who have obtained permanent residency will be allowed to join dōTERRA India due to local regulations. Foreigners who hold a business visa and an Indian bank account will be permitted to hold an Indian Wellness Advocate account. Foreigners with a business visa will need to keep their visa renewed during their distributorship.

Please contact [india@doterra.com](mailto:india@doterra.com) with questions related to account eligibility.

**Will foreign Wellness Advocates be able to purchase product from dōTERRA India?**

- Only Wellness Advocates with a dōTERRA India Wellness Advocate account will be able to purchase product in India.

**Will dōTERRA India Wellness Advocates be able to resell product?**

- Yes. All dōTERRA India Wellness Advocates will be able to resell product up to the Maximum Retail Price (MRP) printed on the product labels. All dōTERRA Wellness Advocates are expected to familiarize themselves and comply with India's 2021 Consumer Protection (Direct Selling) Rules.

**Are there changes to the compensation plan for India?**

- dōTERRA India's compensation plan will have some minor differences when compared to other international markets. These changes are briefly summarized here:

**dōTERRA Sharing Bonus:** dōTERRA's weekly bonus has undergone a name change to comply with local guidelines

**dōTERRA Sharing Bonus Payment Levels:** dōTERRA's weekly bonus levels and payouts were slightly altered in order to comply with local guidelines. The Sharing Bonus will still pay 35%, with 25% being paid to the first level enroller and 10% paid to the second level enroller.

**Power of 3 Payment Levels:** In order to better accommodate our members, dōTERRA India will not require Wellness Advocates to create a dedicated LRP template. This change in business model has resulted in slightly altered Power of 3 payout levels. Our Founding Executives remain confident that changes to the Loyalty Rewards Program qualification and Power of 3 payouts will ultimately enhance and strengthen the India Market.

**India Power of 3 Payout Levels**

Level 1: ₹ 3,000

Level 2: ₹ 15,000

Level 3: ₹ 85,000

**How will India's Loyalty Rewards Program differ from other markets?**

- India restricts recurring payment transactions for amounts larger than ₹ 5,000 (about \$70 USD). In order to better accommodate our members, dōTERRA India will not require Wellness Advocates to create a dedicated LRP template. Wellness Advocates instead may choose to opt-in to the Loyalty Rewards program either at the time of joining or later through the Virtual Office. After opting in, every order placed through the Virtual Office will be considered a Loyalty Rewards order by dōTERRA\*. The monthly PV requirements to earn Loyalty Reward Points, and certain bonuses will not change. Please reference our LRP Flyer and India Compensation Plan Flyer for more information about these requirements.

Wellness Advocates may choose to opt-out of the program by emailing India Customer Service [india@doterra.com](mailto:india@doterra.com). Opting out of the program will result in the loss of any accrued LRP points and point percentage.

\*dōTERRA India reserves the right to audit accounts to verify if Wellness Advocates are compliantly participating in the Loyalty Rewards Program. Those not in compliance with the Program guidelines may be removed from the Program and lose any accrued reward points and percentages.

**What will happen to my GAC template after I migrate my account?**

- You will no longer need an LRP template under the new India LRP guidelines and so your existing GAC template will be cancelled to prevent future automatic charges. Your template will only be cancelled once you have opted in to the new program. We encourage all members to opt in promptly after account migration in order to avoid unwanted automatic GAC orders.

**Will I lose my points and percentage when my GAC template is deleted?**

- The process of migrating your account and changing to the new India Loyalty Rewards Program will not result in the removal of your points and percentages. Points and percentages will only be lost if Wellness Advocates choose to opt out of LRP.

Our Customer Service team will be ready to assist you if you believe your points have been removed by mistake or as a result of this process.

**Order Fulfillment****Will dōTERRA be able to ship to all of India?**

- dōTERRA India has partnered with the best local vendors in order to provide service to all of India from our warehouse in Mumbai.

**How long will it take for me to get my order?**

- dōTERRA India is partnering with the best fulfillment and courier vendors in order to provide quick delivery to our customers around India. We will service all of India from our warehouse in Mumbai so shipping times may vary depending on your location.

East and North East Zone: 4–7 days from date of dispatch

All Other Areas: 2–4 days from date of dispatch

**Will dōTERRA open additional warehouses across India?**

- Our goal is to ensure all orders arrive to members in a convenient time frame and so our teams will closely monitor market growth to determine when and where additional warehouse support is needed.

**How much will it cost to ship my order?**

- India will open with a flat shipping rate of ₹ 99.

**Will dōTERRA offer the Shipping Reward Program in India?**

- dōTERRA will continue to do what it can to improve the order fulfillment process where possible, however dōTERRA India will not offer the Shipping Reward Program at the time we commence operations in India.

**Will the office allow for individual order pick up?**

- Yes. This office will function as a product center and Wellness Advocates will be able to pick up orders for themselves and team members. Members may collect up to 6 orders per visit.

**What is the process for collecting my order at the Product Center?**

- Masks are not required but recommended for entry to the Product Center. Wellness Advocates will be asked to present a photo ID at the counter at the time they collect their order.

Orders are not pre-packaged and require check in at the pickup counter.

Members may wait in the lobby while the order is prepared and will gather their packaged order at the counter once their name is called.

Members will check their products against the invoice and sign the invoice copy as received to ensure all products are accounted for at the time of collection.

Any single order should be under Rs. 50,000/- as dōTERRA India does not promote any stocking of the products.

#### Can someone else pick up my order for me?

- Orders may be picked up by a person other than the Wellness Advocate so long as an email is sent to Member Service ([india@doterra.com](mailto:india@doterra.com)) informing our team exactly who will be collecting the order. That person is required present a photo ID at the counter at the time they collect the order.

#### Can I pick up more than 6 orders at a time?

- The Mumbai office will not support bulk order pick up at the time of opening. Additional services like bulk pick up may be offered at a later date.

#### Can I place my order at the Mumbai office?

- We kindly ask that all orders be placed through the Virtual Office prior to arrival. This will help ensure fast and efficient service for all members visiting the Mumbai office.

#### Can I return orders to the office?

- Yes, the Mumbai office will accept returns. More information about the returns policy can be found in the dōTERRA India Policy Manual found on our website. Section 6 specifically outlines return guidelines.

## Marketing & Product Information

#### Does dōTERRA India have a website and social media accounts?

- Yes. We encourage members to follow the accounts below in order to stay up to date on India announcements.

Site: [www.doterra.com/IN/en\\_IN](http://www.doterra.com/IN/en_IN)

Facebook: [www.facebook.com/doterraindiaofficial](https://www.facebook.com/doterraindiaofficial)

Instagram: @doterraindia or [www.instagram.com/doterraindia](https://www.instagram.com/doterraindia)

#### What marketing materials are available for India?

- India will commence operations with core marketing materials such as the Product Price List, Point Redemption List, Loyalty Rewards Program flyer, Compensation Plan flyer, and other core documents needed to train new Wellness Advocates. We will also have India specific Product Information Pages (PIPs) for registered Indian products.

All India specific marketing materials can be found on our dōTERRA.com website under the “Resources” tab. We encourage all Wellness Advocates to familiarize themselves with this site and all India specific information

#### Will marketing materials be translated into Hindi and other Indian dialects?

- All marketing materials will first be released in English. We will evaluate translation needs and provide additional language support as the market grows and matures. You are welcome to email [india@doterra.com](mailto:india@doterra.com) with specific language requests. Our Member Service team will help us track language requests for further evaluation as the market grows.

#### What products will be available when India launches?

- dōTERRA India will open with 40-50 key essential oil and traditional cosmetic products. We will also offer 1–2 diffuser

options. Supplements will not be available at the time we commence operations. Our goal is to introduce additional oils, as well as other products, strategically, systematically, and as quickly as possible.

#### **Is it possible to order products not available in India from the US or other markets?**

- Indian Wellness Advocates who wish to order products not available in India may contact customer service to place a one time GAC order. As a reminder, uplines and account holders are responsible for sending the GAC product to the local market.

We recommend you focus product training for new Indian Wellness Advocates on the products available in India and not on additional products from the U.S. or other markets. It will be easier for these new members to share products readily available in India rather than focusing on items not yet available in market.

#### **Where do dōTERRA India oils come from?**

- dōTERRA essential oils are sourced for optimum quality and potency from around the world and then consolidated at our Utah facility for rigorous filtering and quality assurance testing.

dōTERRA imports those validated oils as finished goods from the US to India for local sales. This approach allows dōTERRA to control and maintain its CPTG (Certified Pure Tested Grade) quality standard for oils in the India.

You can be assured that the oils you are enjoying in India have the same quality and undergo the same rigorous testing as dōTERRA CPTG oils everywhere else in the world.

#### **Where do dōTERRA India's other products come from?**

- dōTERRA India has been successful at registering the same skin care and personal care product formulations sold in the US for the India market.

All dōTERRA products, are formulated and overseen by dōTERRA corporate science, regulatory, and manufacturing experts.

## **Joining as a New Wellness Advocate**

#### **What account options will be available?**

- We are excited to open India offering the Wellness Advocate account type. The Wholesale Customer account type may be offered in the future after commencing operations and evaluating market growth.

#### **What is the joining fee for India?**

- dōTERRA will not be charging a joining fee which is in accordance with Indian regulations. New Wellness Advocates will be able to make a purchase after providing all necessary personal information required to create an account. We will offer discounted joining kits as is customary in other markets. These will be marketed as First Experience Kits and will be optional to purchase.

#### **What is the renewal fee for India?**

- dōTERRA will not be charging a renewal fee which is in accordance with Indian regulations.

#### **What First Experience Kits are available for India?**

- dōTERRA India will start by offering two discounted First Experience kits that new Wellness Advocates may choose to purchase after joining. The First Experience Kit offer and contents of these kits may change as additional products and accessories arrive in market

**Healthy Experience Kit****Wholesale Price:** ₹9,365 (plus tax)**MRP:** ₹14,695.00 (inclusive of all tax)**PV:** 100**Contents:** Family Essentials Kit, Fractionated Coconut Oil**Home Essentials Kit****Wholesale Price:** ₹18,775 (plus tax)**MRP:** ₹29,465 (inclusive of all tax)**PV:** 200**Contents:** Fractionated Coconut Oil, Lavender 15mL, Lemon 15mL, Peppermint 15mL, Tea Tree 15mL, Oregano 15mL, Frankincense 15mL, Breathe® 15mL, Deep Blue® 5mL, DigestZen™ 15mL, On Guard® 15mL

## Office Operations & Events

**Where is the office?**

- dōTERRA India's office is located in Mumbai and the address will be shared once we are ready to commence operations.

**Will I be able to hold training meetings at the office?**

- Yes. The office is equipped with a training room large enough to accommodate 20-25 people, and a small meeting room for about 7 people. Rooms will need to be booked in advance through the office receptionist. More information can be found on our website [www.doterra.com/IN/en\\_IN](http://www.doterra.com/IN/en_IN).

**Will dōTERRA open more offices in India?**

- There are no immediate plans to open additional offices in India. However, as the market grows, our teams will closely evaluate where growth is happening and will use this information to determine needs for additional office support.

**What events are planned for the opening?**

- It is expected that we will have a Grand Opening 4-6 months after commencing local operations. The timing for this event will largely depend on local health, safety, and travel guidelines. We look forward to celebrating this historic opening with local and international leaders along with our corporate leadership team.

**Will there be other training and leadership events prior to the Grand Opening?**

- The local office staff will be conducting virtual and in person meetings around India as restrictions will permit. Meetings will also take place at the Product Center (Will Call) in Mumbai. These meetings will focus on dōTERRA culture, business, and product education.

We also encourage leaders to conduct educational trainings of their own. As International Diamonds, Blue Diamonds, and Presidential Diamonds travel to India, we encourage them to conduct events to educate on dōTERRA products and culture.

## General dōTERRA FAQ

**What is the Loyalty Rewards Program (LRP)?**

- The dōTERRA Loyalty Rewards Program (LRP) provides free product credits for achieving monthly sales. As an LRP participant, members earn product credits that can be redeemed for dōTERRA products. The longer you participate, the more credit you can earn—up to 30% of total monthly LRP purchases. Points can be redeemed through online ordering or through customer service at the Product Center (Will Call) or through the call center.

Achieving a monthly sale of a total 100PV also qualifies Wellness Advocates for commissions and bonuses.

Please reference India's Compensation Plan and Loyalty Rewards Program flyers, or contact India Customer Service for more information.

#### What is the difference between Sponsors and Enrollers?

- An Enroller is the WA who introduces a new member to dōTERRA and has a personal relationship with the member.

A Sponsor is the WA who is directly above a member in his or her organization and is responsible for long-term product training.

If you have further questions, inquiries should be addressed to our India Customer Service team by emailing [india@doterra.com](mailto:india@doterra.com).

#### How do I earn commissions for sharing dōTERRA with others?

- India is participating in dōTERRA's Global Compensation Plan and will follow global qualification guidelines. Wellness Advocates with qualifying monthly personal and organizational volume will be paid due commissions.

#### When will commissions be paid?

- Commissions will be paid bi-weekly and monthly, per our global standard. Commissions will accrue to the Account Receivable (AR) balance in the virtual office until the WA provides a completed Direct Deposit Form and voided blank cheque.

#### How do I get paid my commissions?

- Wellness Advocates in India will need to provide a Direct Deposit Form and blank cheque to the company in order to receive direct deposit payments.

#### What other leadership resources are available?

- Builders should work with their upline leaders to provide product and business training and resources for their sales teams and customer groups.

WAs ranked Silver and above also have access to a dōTERRA Account Manager (AM) who can help them optimize their business and support their teams. India's account management can be reached at [indialeadership@doterra.com](mailto:indialeadership@doterra.com).

As WAs have questions about how to best structure their team, they can talk to upline leaders, or Account Manager (AM).

Specific placement questions and issues can be addressed by corresponding with our placement specialists at [placements@doterra.com](mailto:placements@doterra.com). (information must be provided in ENGLISH).

dōTERRA and upline leaders will also hold regular events around India to provide product and business education.

## Compliance

#### What does dōTERRA expect from its Wellness Advocates?

- dōTERRA maintains the highest ethical standards and expects honesty and integrity from its Wellness Advocates.

Wellness Advocates should not represent themselves as the Company, nor should they use dōTERRA's trademarks without express written permission from dōTERRA. Permission to use dōTERRA's trademarks can be requested by sending an email to [compliance@doterra.com](mailto:compliance@doterra.com).

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Wellness Advocates also should not make claims (especially in online forums, social media, blogs, etc.) that claim that dōTERRA's products can be used to cure, heal or treat diseases or illnesses.

It's critical that dōTERRA Wellness Advocates act with total integrity when recruiting. Relationships are more valuable than commissions. dōTERRA does not tolerate WAs recruiting members from other WA teams.

#### **Who do I contact with compliance questions?**

- Wellness Advocates can contact [compliance@doterra.com](mailto:compliance@doterra.com) for compliance questions or to provide evidence of non-compliant behavior (information must be provided in ENGLISH).

Full text of the dōTERRA India policy manual can be found on our website and is also accessible during the enrollment process.

Silver and above leaders may also consult with their Account Managers to better understand how to apply compliance policies by sending an email to [indialeadership@doterra.com](mailto:indialeadership@doterra.com).

## **Wellness Advocate Support**

#### **Can individuals tour the local staff offices or warehouse?**

- No, not at this time. As we are using a third-party to warehouse the product, no tours will be given. We will offer tours of the dōTERRA India Office once operations have commenced.

#### **Will dōTERRA India offer Product of the Month (POM)?**

- Yes. Like other markets, members will need to place a 125 PV LRP order by the 15th of the month to get their FREE product of the month. The POM will be included in the order.

#### **How do I reach Customer Service?**

- dōTERRA India's customer service team may be contacted by email at [india@doterra.com](mailto:india@doterra.com). Please allow 2 business days for responses to emails. Our India Customer Service number will be released closer to commencement of operations.

#### **If I have products that I purchased from U.S, can I return products at the local India office once opened?**

- No, India will only guarantee products purchased within India, international products must be returned to original country (customer is responsible for all expenses).

#### **I purchased products from a market other than India. Is it under satisfaction guarantee in India and can I make an exchange or return these products at the local Indian office?**

- No, India will only provide satisfaction guarantee for products purchased within India, international products must be claimed and returned to original country (customer needs to be responsible for all expenses).

#### **Do we need to get a new signed agreement from Wellness Advocates?**

- No, all Wellness Advocates will be asked to agree to the new dōTERRA India Terms & Conditions at the time of first login after their account has been migrated.

#### **What will be accepted forms of payments and will there be any new payment types, that the system currently not support?**

- We are excited to commence operations in India offering card payments, EWallet payments, bank transfers, and UPI.

**Are members going to be able to use the AR to pay for orders?**

- We encourage all Indian Wellness Advocates to enroll for direct deposit in order to receive regular commission payments. Accrued India AR balances will be available for use on orders once the necessary tax withholdings have been applied.

**What will happen to the AR that has been accrued in GAC?**

- All GAC members must proactively use their GAC AR balance towards orders or prepare to cash out AR balances in preparation for migrating to the new India platform. In order to comply with local regulations, current GAC balances will not be able to migrate to your new dōTERRA India account. Please contact [propaygac@doterra.com](mailto:propaygac@doterra.com) with questions on how you can receive your balance through this service.

**Good luck to all during our soft opening. We ask for your patience and clear communication as we work together over the next few months and years to change the world one person and one family at a time!**