

ARE WHOLESALE AND RETAIL PRICING GST INCLUSIVE?

Yes all relevant taxes are included in pricing.

WILL WE HAVE THE SAME PRODUCT SELECTION AS THE AUSTRALIAN WAREHOUSE?

Yes. New Zealand will be able to access the same product selection as is available in the Australian warehouse.

WHY ARE THE PRICES DIFFERENT FROM WHAT WE HAVE PAYING IN AUSTRALIA?

Pricing is set up for each individual market and a number of factors are taken into consideration. New Zealand has been fortunate in being able to access Australian pricing (in New Zealand dollars) until we were able to set up New Zealand as an independent market.

CAN I STILL ORDER FROM THE AUSTRALIAN WAREHOUSE?

No. Once New Zealand is opened as its own market, the only two options available are orders purchased through the New Zealand warehouse and orders purchased through the US warehouse.

CAN WE ACCESS ADDITIONAL STOCK FROM THE US WAREHOUSE?

New Zealand will still be able to access US stock NFR (Not for Resale) from the US warehouse.

WHAT WILL BE THE COST OF SHIPPING?

You will have three options for shipping depending on the nature of your order and how quickly you would like to receive it ranging from \$8.95 to \$10.95 (NZD)

WHY ARE THERE 3 CHOICES FOR SHIPPING? WHAT DO THEY ALL MEAN?

Having 3 shipping options is to give you choice. Some products are only able to be shipped by road which means they can only be carried by Post Haste or Toll. If you are looking for a faster delivery option then Toll gives you that choice. The choices will be clearly set out for you in your Virtual Office based on the items that you order.

WILL I RECEIVE SHIPPING REWARDS FROM NEW ZEALAND ORDERS AND US ORDERS?

Once the New Zealand warehouse is open, beginning December 2017, there will be a change to shipping rewards points. They will apply to orders from the New Zealand warehouse only.

WHAT ARE THE RULES AROUND RETAIL?

Please refer to the Policy Manual for details on retail.

CAN WE RING THE NZ WAREHOUSE TO CHECK ON ORDERS OR PLACE ORDERS DIRECTLY FOR PICK-UP?

No. Our New Zealand warehouse (just like the Australian warehouse) is a third party arrangement and you will not be able to call the warehouse direct or drop in to collect orders.

CAN I GET A JOB AT THE NZ DOTERRA WAREHOUSE?

As dōTERRA do not own or operate the New Zealand warehouse, we are unable to provide information on employment opportunities.

CAN I COLLECT MY ORDER FROM THE WAREHOUSE?

No. The New Zealand warehouse is operated by a third party and there are no facilities available for you to collect your order. All orders must be shipped.

CAN I TOUR THE NZ WAREHOUSE?

No. The New Zealand warehouse is operated by a third party and as such you are not able to tour the facility.

WILL WE HAVE NZ EMPOWER KITS AVAILABLE AT LAUNCH?

The initial Empower Kits will be the Australian Version (with the New Zealand pricelist provided), however we are in the process of printing a New Zealand version and will advise when these are available.

WHICH FORMULA OF LLV WILL NZ WAREHOUSE STOCK?

The Australian manufactured LLV will be available to purchase from the New Zealand warehouse. The US manufactured LLV will still be available via NFR purchases from the US warehouse.

CAN WE GET SAMPLE PACKS IN NZ PLEASE?

At this point in time we have been unable to source sample packs that are labelled appropriately in a quantity that makes them affordable in the Australian and New Zealand markets. This is something that we review on a regular basis.

WHERE CAN I FIND RELEVANT FORMS FOR THE NEW ZEALAND MARKET?

www.doterraeveryday.com.au/new-zealand-tools