

## FLASH SALE FREQUENTLY ASKED QUESTIONS

### **Can I use points to purchase the flash sale items?**

No.

### **What should I do if the website is experiencing high volume and I am unable to place my order?**

Check the website at a later time during the day, or call into member services and they will be able to assist you in placing your order.

### **How do I find out what items are included in the flash sale?**

The flash sale specials will be announced the doTERRA Essential Oils Facebook page, Instagram page, and emailed to your inbox. You may also visit [doterra.com](http://doterra.com) and click "Shop Products".

### **Will the PV value remain the same on these purchases?**

No. PV will be discounted 25 percent to match the sale price.

### **Are there any exceptions that can be made for the flash sale?**

No. If you miss the flash sale, there will be plenty of opportunities in the future to participate in promotions.

### **How long does the flash sale last?**

The flash sale will begin at 12:00 AM Mountain Time on Thursday, March 22 and will be available until 11:59 PM Mountain Time on Friday, March 23, 2018 or until our flash sale limits are reached. Once limits are reached, the 25% off discount will be removed and items will be available at regular pricing.

### **Which markets are eligible to participate in the flash sale?**

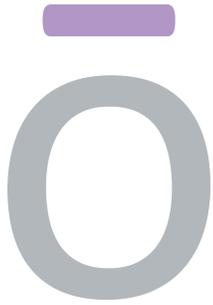
These flash sales will be available to U.S., Canada, all NFR, and GAC markets. If you are not in the U.S. or Canada, please check with your market to see what offerings they have. Please contact member services to see if your market is participating.

### **Can Retail Customers and Wholesale Customers participate in the flash sale?**

Yes. All members are able to participate.

### **How many flash sale items can I buy?**

The flash sale is limited to one item, per account, per household.



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### **Can you purchase a flash sale item on an enrollment order?**

Yes.

### **How do I know if my order has been placed and processed?**

An order confirmation email will be sent to the email address listed on your dōTERRA account.

### **Can I email in my flash sale order?**

No. If you have a problem trying to process your flash sale order, please call into member services immediately at (800)-411-8151. If you email us, we will not be able to process the order.

### **Do the flash sale items qualify to earn Loyalty Rewards Program (LRP) Points and Shipping Reward Program (SRP) Points?**

The rules with points are as they normally are. LRP points will be based on the PV of the item you are purchasing. Remember that points only apply if the order is an LRP order at 50PV or above. Orders will qualify for SRP Points based on normal qualifications.

### **If I have flash sale items on my LRP order, will I receive the discount?**

Yes, but only if that order processes prior to the flash sale limits being reached. If not, the items will process at full price.

### **My credit card is declining. What should I do?**

If your credit card is declining, make sure to enter your postal and security code (found on the back of your card) before processing. If you continue to have problems processing your order, please call into member services at (800)-411-8151 immediately so they can assist you in processing your order.

### **Do I need to add extra items to my cart or can I just buy the flash sale item?**

You do not need to add additional items to your cart and can purchase just the flash sale items. If you want to earn points on an LRP order, you will need to meet the minimum requirements, which may require adding extra items to your cart.

### **Is this promotion “limited promotion quantities”?**

Yes, this is a limited promotion quantities sale. Products will be available at full price after the promotional quantity has been reached.