

The Loyalty Rewards Program (LRP) is a recurring monthly order. It allows you to easily customize your monthly order, earn points, receive free products, and qualify for bonuses.

Basic Parameters

- Your Loyalty Order must be scheduled to process before the 28th of each month. You can use the “**Proceed to Checkout**” button to place a Loyalty Order after the 28th of the month if necessary, but any date after the 28th cannot be saved as a recurring process date.
- Your order must have a minimum of 1 Product Volume (PV).
- You cannot put your order on hold or skip a month. You can, however, decrease your order amount to something manageable for you or change the date of your order to correspond with a payday. You can also change the shipping address to a more convenient location if you will not be home to receive your shipment.
- “**One-time**” items will not save to your order template, which means that you must be ready to process your order when you add your one-time items.
- Although this is a recurring order, you can make changes to the items, shipping, payment, or processing day each month. Make sure any changes are made and saved no later than the day before it processes at 11:59 pm (Mountain Time).

Points & Percentages

- For every qualifying Loyalty Order you place, you earn a percentage of your order’s PV in points, which can be later redeemed for free products. When calculating points earned, be sure to look at the PV of your order, **NOT** the dollar amount.
- Points are updated when commissions and reports are run for that particular month, around the 15th of the month after your order. For example, any points earned from an October order will not be added to your account until mid-November.
- Any item that is purchased with points becomes a one-time item. You must manually add the item to the order and apply points to that item by clicking on the drop down arrow under the “**Use Points**” column. Once points are applied, the item will move to the bottom of your item list, and the frequency will change to one-time. If you add these items, you will not be able to save them to the template to process on your scheduled date. The option will be grayed out. If you hover over the grayed out button, a pop-up will appear explaining that you will either need to process your order now or remove any one-time items on the order.
- The percentage of points that you earn can vary. Everyone starts at the 10% level. Percentages go up based off how many months you’ve ordered 50 PV or more and how many months you’ve stayed on your LRP without canceling. Every three months that you place an order of 50 PV or more, your percentage goes up 5%. You max out at 30% (after thirteen months of consistent orders above 50 PV).
 - Orders of less than 50 PV do not contribute to increasing your percentage or earning points, but they do help you maintain the points and percentage you’ve previously earned.

EARN UP TO 30% IN FREE PRODUCT CREDITS

Your rewards percentage grows over time.

PERCENT BACK IN PRODUCT CREDITS:

10%

Months 1–3

15%

Months 4–6

20%

Months 7–9

25%

Months 10–12

30%

Months 13+

Promotions

- **Product of the Month:** The Product of the Month (POM) is a featured product that varies every month. You can receive the POM for free with a single Loyalty Order that processes on or before the 15th and has 125 PV or more.
 - Each account can only qualify for one POM, regardless of the number of Loyalty Orders. For example, if you are receiving two order shipments per month, you still only qualify for one POM.
- **Lifelong Vitality/Daily Nutrient and Supplements:** If you purchase the Lifelong Vitality kit on a Loyalty Order, you can get up to three additional supplements at a discount.

Bonus Qualifications

- LRP participation is required to qualify for some bonuses, including the Power of 3 and Fast Start bonuses.

FAQ

Does my Loyalty Order have to equal a certain amount?

The number of products or overall price on your order does not matter as long as it has a PV of 1 or more, unless you want to qualify for certain promotions or bonuses. Orders with no PV (i.e. a Healing Hands donation) do not qualify and cannot be saved in the template.

Can I save my order for future shipments?

Yes, there is an order template that will regenerate the same order for you every month. You can edit this template as you see fit. If you add one-time items to one of your orders, the items will not save to the template. This means that you must be ready to process your order when you add your one-time items.

What is the difference between “Proceed to Checkout” and “Save & Process on (date)”?

When clicking “Proceed to Checkout,” your order will be placed immediately. When clicking “Save & Process on (date),” your order will be saved and set to process on the scheduled date you selected. When adding any one-time items or redeeming your points, you will have to use the “Proceed to Checkout” button.

Can I change the day that my Loyalty Order is scheduled to process?

Yes, your processing date can be changed according to your preferences. Just remember, your processing date will affect your order qualifications. The LRP only allows an automatic ship date to be between the 1st and the 28th of each month. If your desired date is unavailable due to max capacity, you can always manually process your order at any time using the “Proceed to Checkout” button. To qualify for the Product of the Month, your order must process on or before the 15th.

How do I cancel my Loyalty Order?

The account holder must contact member services to cancel Loyalty Order participation. Member services can be contacted about cancelation through phone, chat, or email. Please note that emailing about this issue often takes much longer to resolve than calling or chatting. Should you choose to use the email method, your cancelation email must come from the email address listed on the account. Canceling will cause you to lose all points or percentages earned up to that point.

How many points will I earn?

The points you earn on your Loyalty Order are based off the PV of your order, as well as the earning percentage level you are at. For example, if you are at the 10% level and your order contains 100 PV, you will earn 10 points.

When will I get my points?

These points are added to your account around the 15th of the month after the corresponding order was placed. For example, any points earned from an October Loyalty Order will not be added to your account until mid-November.

What determines my percentage level?

Everyone starts at 10% (unless participating in Fast Track). Percentages go up based off how many months you've ordered 50 PV or how many months you've stayed on your Loyalty Order without canceling. Every three months that you place an order of 50 PV or more, your percentage goes up 5%. You max out at 30% (after thirteen months of consistent orders above 50 PV). Orders of less than 50 PV do not contribute to increasing your percentage, but they do help you maintain the points and percentage you've previously earned.

How do I qualify to receive the free Product of the Month?

Your Loyalty Order must be placed on or before the 15th of each month and have a PV of 125 or more in order to receive the free Product of the Month.