

Welcome to the LimeLifer Customer Appreciation Program





# We designed the LimeLifer Customer Appreciation Program

to thank you for supporting LimeLife and for helping spread the word about our brand and mission to your friends!

## Here's how the **program** works:

You get **Stars** for your support Every \$1 on LimeLife Product Purchases = 1 Star Every Qualified Customer\* Referral = 40 Stars

As you earn Stars, you progress to new LimeLifer ranks and earn more rewards

# LimeLifer Perks

Status	Lifer	Silver Lifer	Gold Lifer	Platinum Lifer
Stars Earned	500	1,250	2,500	4,000
Product Credit Rewards	5%	5%	5%	5%
Shipping Perk?	Free Flat Rate Shipping on First Order \$100+ USD	Free Flat Rate Shipping on 1 Order \$100+ USD Every Calendar Month	Free Flat Rate Shipping on 1 Order \$50+ USD Every Calendar Month	Free Flat Rate Shipping on 1 Order \$25+ USD Every Calendar Month

\* A Qualified Customer is someone who opens a new retail customer account and spends \$40 USD or more cumulatively with LimeLife.



## Here's how the **rewards** work:



### 5% Product Credit Earned

When you earn 500 Stars, you earn your first rank promotion to Lifer! Every Star you earn after that will reward you with 5% product credit toward future purchases, rounded to the nearest dollar.

If you spend \$100 USD on LimeLife products at Lifer status, there will be \$5 dollars (or 5%) in product credit waiting for you at checkout on your next order!

### **Shipping Perk**



As a Silver Lifer, you will unlock free Flat Rate Shipping on one order \$100+ per calendar month. As your status progresses to Gold Lifer and then Platinum Lifer, free Flat Rate Shipping becomes even more accessbile.







When you introduce your friends and family to LimeLife, you are introducing them to a family brand that cares about their health and confidence, while also helping your Beauty Guide build her/his business. The LimeLifer Referral Program rewards those acts of kindness!

## Here's how **referrals** work:

Share the LimeLife products you love with your friends and family. For each first time customer you refer who spends \$40 or more on products, you will receive 40 Stars and a \$5 product credit to be used on your next order.

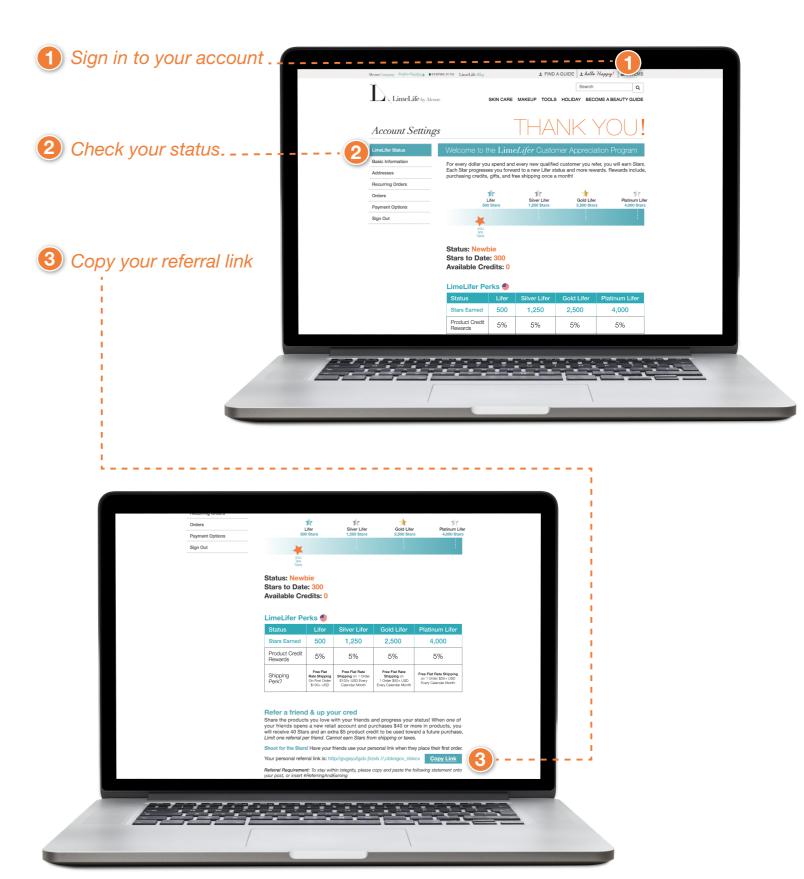
What's more, you will introduce your friends and family to safe, high-quality, professional beauty products they will love and help your Beauty Guide expand their business!

This is a circle of support where everyone wins — which is what being a LimeLifer is all about!

Want to earn 20% commission on those referral orders instead of stars?

Become a LimeLife Beauty Guide!





# LimeLifer Frequently Asked Questions

#### How can I be part of the LimeLifer program?

When you shop through a retail account, you are automatically enrolled in the LimeLifer program. If you would like to opt out of the program, please email Customer Care.

#### Which LimeLife products earn you Stars?

Currently all LimeLife products purchased through our website are Star eligible!

#### When do my Stars expire?

Currently, your Stars do not have an expiration date!

#### How can I find out my status in the LimeLifer program?

Log into your LimeLife retail account. Click the menu option "LimeLifer" and your status and Star progress will be displayed.

#### How will I know if orders are counted toward my Star progress?

Orders placed through your retail account will be counted within 24 hours. You can see the order and Star progress on the bottom of your LimeLifer account page. Additionally, if you refer a new customer and they become qualified with \$40 or more in product purchases, that order will be displayed at the bottom of your LimeLifer account page.

#### What if I don't see one of my orders reflected on my account?

There may be two reasons:

- 1- If you placed an order and paid for it through a process other than your retail account, it will not be counted. We will only be able to recognize orders that are placed through our website. Our team will not be able to make manual adjustments to recognize orders placed through a cash and carry or third party process.
- 2- If you placed your order through a Host Beauty Show link. Orders placed with a Host or Beauty Show link will not be eligible toward Star progress because the rewards will be used toward your Host's gift. If you placed the order through a retail account, and it is not displaying, please contact our customer care team.

#### What if I don't see Stars that I earned for a referral?

If someone you referred placed an order and it displays on the account as 0 Stars Earned, it may be that the product total for that order was under \$40, so they are not yet a qualified customer referral. Once they purchase \$40 or more cumulatively (excluding tax, shipping or discounts/points applied at checkout), you will earn 40 Stars and \$5 in product credit.

#### Can I use part of my product credit for an order and save some for a future purchase?

If you choose to use your product credits, the system will apply the maximum amount of product credits for that order. If you have credits left, they will be available for future purchases. For example, if your order is \$100 and you have 50 product credits, the system will apply all those credits and your order total will be \$50. If your order is \$100 and you have 120 product credits: the system will apply 100 product credits, your order subtotal will be \$0, and you will have 20 product credits left for a future purchase.

#### Can product credits be used for tax and shipping?

Product credits can only be used toward LimeLife products, not taxes or shipping.

If I am a Silver Lifer and get free shipping once a calendar month, and I do not place an order during a specific month, will the free shipping reward roll over to the next month? For example, if I do not use my free shipping option in June, will there be two free shipping options in July?

Free shipping rewards will not roll over to the next calendar month.

### Can I earn referral Stars and product credits if I refer a customer from another country?

You can only earn referral rewards when you refer a customer who will be shipping their order to an address in your country.

#### Can I attach my order to a specific Beauty Guide?

Yes! We want you to always give credit to a Beauty Guide. Your order will automatically be connected to your Beauty Guide or the Beauty Guide of the person who referred you to LimeLife. You can always add or modify Beauty Guide during the checkout process. If you do not shop through a Beauty Guide, we encourage you to click "Find A Guide" at the top of our webpage and search your zip/postal code for the nearest Beauty Guide. Every time you help a Beauty Guide earn more commission, you are helping fulfill LimeLife's mission!

#### If I use product credits for an order, do I earn Stars on the original product total for the order or the order total after the credits are applied?

You earn stars on the order total after the credits are applied. If you place an order for \$100 and apply a \$5 credit, your order total will be \$95. After you transact, you will progress 95 Stars.

### If I have 400 Stars and place an order for \$150 USD worth of product, will I earn any product credits?

You will! The first \$100 of your \$150 order will take you to a cumulative total of 500 Stars, which is Lifer status! That means that you will earn 5% back on the remaining \$50 — which is a \$3 product credit. Then, every order you place or qualified customer you refer, you will continue to earn 5% product credits on your star progression!

#### If I return a product will this affect my LimeLifer status?

When you return a product, it will affect your LimeLifer rewards.

Star Progression: If you return one product from your order, it will move your Star progress backward equivalent to the product value. If you return an entire order, it will move your Star progress back based on the exact same amount the Stars progressed upon placing that order.

Credits: If you return one product from your order, and you applied credits to that order, you will be refunded for the full price of the product. If you return an entire order, the refunded amount will be for the amount that was originally paid. The credits used for this returned order will be reinstated to your account.

#### Will my LimeLifer status be affected if one of my referrals returns product?

If you refer a customer who becomes qualified, meaning they cumulatively purchase \$40 USD or more in product, you will receive 40 Stars and a \$5 product credit. If that same customer returns one or more products and they no longer are qualified, it will move your Star progress back 40 Stars, but the \$5 product credit will still be available to you.

#### Can I combine my Stars from 2 different retail accounts?

We are unable to merge retail accounts together. We suggest focusing on progressing your account with the most Stars.

> To learn more about this program, ask your Beauty Guide or contact our Customer Care Department.

To read the Terms and Conditions on the LimeLifer Customer Appreciation Program, click here. To learn more about LimeLife, **click here** to subscribe to our Newsletter.

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