



# Nerium Preferred Customer Loyalty FAQ

## **Q: WHAT IS THE PREFERRED CUSTOMER (PC) LOYALTY PROGRAM?**

A: Nerium International takes pride in taking care of our customers. We have created a new Loyalty Program specifically for our Preferred Customers. By maintaining a monthly Auto-Delivery Order (ADO), you will receive ongoing discounts and perks based on the length of time you have been a PC.

## **Q: HOW DO YOU PARTICIPATE IN THE PC LOYALTY PROGRAM?**

A: In order to participate in the Loyalty Program, you just need to enroll as a PC and set up a monthly ADO.

## **Q: WHERE IS THE PC LOYALTY PROGRAM AVAILABLE?**

A: The PC Loyalty Program will be available in all current markets: U.S., Canada, Mexico and South Korea.

## **Q: WHAT ARE THE LOYALTY OFFERINGS?**

A: The Loyalty Offerings we provide our PCs are:

- Second consecutive ADO: 5% discount on all ADOs
- Third consecutive ADO: 10% discount on all ADOs
- Fourth consecutive ADO: achieve Premier PC Status, lock in 10% ongoing discount plus free shipping on all ADO orders

NOTE: In South Korea, customers will receive a 15% ongoing discount on their fourth ADO in lieu of free shipping.

## **Q: WHAT ARE THE RULES TO EARNING THE LOYALTY OFFERINGS?**

A: During the first four months you are in the Loyalty Program, you must have a successful ADO run in each calendar month for four consecutive months.

## **Q: ONCE I ACHIEVE PREMIER PC STATUS, HOW DO I ENSURE I KEEP IT?**

A: To keep the benefits you have earned, you have to have one ADO process in a two-calendar-month timeframe. If you go past two months without an ADO processing, you will have to start over earning your rewards.

## **Q: WHAT HAPPENS IF MY SECOND CONSECUTIVE ADO PROCESSES, BUT MY THIRD CONSECUTIVE ADO FAILS TO PROCESS CORRECTLY?**

A: You will lose the discounts you have earned and will start over in the Loyalty Program re-earning discounts.

## **Q: I HAVE REACHED PREMIER PC STATUS, BUT MY ADO DIDN'T RUN FOR THE LAST THREE MONTHS, DO I STILL HAVE PREMIER STATUS?**

A: No. You lose Premier Status if your ADO doesn't run for two consecutive months and will have to start over in the Loyalty Program.

## **Q: I LOST MY PREMIER STATUS. HOW DO I ACHIEVE IT AGAIN?**

A: If you lost your Premier Status, you will need to re-earn it by having your ADO run successfully for four consecutive months.

## **Q: I HAVE BEEN AN EXISTING PREFERRED CUSTOMER. DO I NEED TO HAVE AN ADO RUN FOUR CONSECUTIVE MONTHS IN ORDER TO RECEIVE PREMIER PC STATUS?**

A: No. All existing Preferred Customers (as of **April 30, 2016**) with an active order in the last six months will automatically be entered as a Premier Preferred Customer with a 10% discount off updated pricing and free shipping beginning **May 1, 2016**.

NOTE: In South Korea, customers will receive a 15% ongoing discount on their fourth ADO in lieu of free shipping.

**Q: HOW CAN I CHECK MY LOYALTY PROGRAM STATUS?**

A: Preferred Customers can check on their Loyalty Status via their Online Account Center.

**Q: HOW DO I LOG IN TO MY ONLINE ACCOUNT CENTER?**

A: In order to log in to your Online Account Center, please go to [accountcenter.nerium.com](http://accountcenter.nerium.com) and use the username and password you selected at the time of enrollment.

**Q: HOW DO I MANAGE MY ADO?**

A: You can log in to your Online Account Center and use your ADO Manager. [Click here](#) to watch a tutorial on your ADO Manager.

**Q: DO I GET DISCOUNTS ON ALL ORDER TYPES?**

A: No. Discounts are only applicable to ADO orders.

**Q: I AM A PREFERRED CUSTOMER. WILL THE DISCOUNTS I RECEIVE VIA THE PC LOYALTY PROGRAM AND THE SPENDING DISCOUNTS I RECEIVE FOR SPENDING \$150–200 ON MY ADO BE COMBINED?**

A: Yes. Discounts you receive via the PC Loyalty Program and the new discounting model will be automatically combined in your ADO Manager.

**Q: DO THE PRODUCTS ON ADO HAVE TO BE THE SAME EACH CONSECUTIVE MONTH IN ORDER TO ACHIEVE PREMIER PC STATUS?**

A: No. You can change your ADO products each month via your ADO Manager.

For example:

- Month 1 – Night Cream ADO
- Month 2 – Night, Day ADO
- Month 3 – Firm, EHT ADO
- Month 4 – Night & Eye Serum ADO