

Being a
**PREFERRED
CUSTOMER**
has its
PERKS

FREQUENTLY ASKED QUESTIONS

Q1: What are the types of Reward Points I can earn?

A1: There are four different types of rewards:

REWARD TYPE	EARNED FOR	POINTS*
 Purchase Reward**	Purchasing \$150 or more on an order	12.50
 Autoship Reward**	Autoship \$100 or more for 3 consecutive months	25
 Anniversary Reward	Renew your account on your anniversary	10
 Referral Reward	Refer a friend who joins as a Preferred Customer or Retail Customer who buys \$99 or more at the time of sign-up.	10

* The value of each point is \$1.

** Purchase and Autoship Reward Points will be displayed together.

Q2: Is there an expiration date for the Reward Points I accumulate?

A2: Yes, you have 60 days to use your Reward Points; after this period the points expire. You can view the points you've earned on the "Point Management" page on your Sunrider account.

Q3: If I place an Autoship order of \$100 for 3 consecutive months, how many Autoship Reward Points will I earn?

A3: You will earn 25 points for every 3 consecutive months. These points are earned as soon as your third order is completed. For example, if you have an active Autoship order of \$100 or more during January and February, once your March order is shipped you will receive your 25 points.

Q4: If I have a \$300 order, will I receive double Purchase Reward Points?

A4: No. You will receive 12.5 Reward Points for your order.

Q5: If I refer someone who joins as a Preferred Customer or Retail Customer, does this person need to buy \$99 or more of products at sign-up for me to receive 10 Reward Points?

A5: Yes, your referral needs to place this order upon joining as a Preferred Customer or Retail Customer for you to earn the 10 Reward Points; there is not an extended time period.

Q6: Will I get 10% off retail prices if I set up Autoship for quarterly delivery of orders of \$100 or more?

A6: No, you only earn this discount if you set up Autoship orders of \$100 or more on a monthly or bi-monthly basis.

Q7: Is there an annual renewal fee?

A7: Yes. On your anniversary date, you will be charged \$19.95 to continue getting your Preferred Customer perks. Those who are Preferred Customers as of January 1, 2021, will have their anniversary date reset to January 1, 2022.

Q8: Will there be Grandfathered Customers (PC3s), like we have now?

A8: Yes, but they will be referred to as Legacy Customers.

Q9: Will the Legacy Customers earn the rewards offered to Preferred Customers?

A9: No, as Legacy Customers, they will continue to pay IBO prices; they will not earn any of the rewards offered to Preferred Customers.

Q10: How does a Legacy Customer keep his/her account active?

A10: As it is now, a Legacy Customer has to accumulate \$200 in purchases every 6 months. For current Legacy Customers, the start date will be reset to July 1, 2021. Therefore, by December 31, 2021, the Legacy Customers will need to accumulate \$200 to keep their account active; otherwise, they will become Retail Customers.