

Questions & Answers for WORKSPACE TOOLS & ACCOUNT RENEWALS

OVERVIEW

Beginning May 1, 2021, you will have full access to our NEW Workspace Tools with an Automated Subscription. Options available will be **Monthly for \$15**, **semi-annual for \$80** or our **BEST DEAL annual for \$150**. These online tools will make YOUR job easier and more fun, and help make your customers even happier!

Q1 My renewal date was January 2, 2021, and I have not renewed. What will happen to my account?

A1 Your account will be transferred to a Retail Customer account so you can continue to purchase and enjoy Sunrider products. However, you will no longer receive the 15% discount. You can become a Preferred Customer and start enjoying 5–10% discount and earn four different types of rewards that come with that membership. Please go to [Preferred Customer Program FAQs](#) to read more about the benefits.

Automated
Monthly Subscription
\$15 per month*

Automated
6-Month Subscription
\$80*
\$10 Discount

12-Month
Annual Subscription
\$150*
Get two months of access FREE!


* Credit Card required

Q2 Will I have immediate access to all the tools that are offered?


A2 Yes, you will have immediate access to the tools as they roll out and then beginning April 1, 2021 you will have full access to our exclusive Workspace Tools.

Q3 What new tools are included in the monthly subscription?


A3 When the site is completed, our Workspace Tools will include:




Personal
shop online
site




Shareable
emails,
images, and
videos




Meetup
dashboard
for hosts



Meetup
pages
for guests



Exclusive
training



Leader
support

Q4 Do I have to have any minimum purchases in the monthly subscription system?

A4 There will be no additional requirements.

Q5 When will new IBOs start paying for their subscription?

A5 New IBOs will be charged their subscription fee after their 90 day trial free period.

Q6 If I don't want to use any of the business tools offered or use WorkSpace, do I still have to pay the monthly subscription?

A6 If you would like to remain as an IBO you will need to choose one of the Subscription Options. Otherwise, you can request to have your account downgraded to Retail Customer and then upgrade to Preferred Customer for \$19.95 per year and start enjoying 5–10% discount and earn four different types of rewards that come with that membership.

Q7 How can I continue to purchase products if I don't want to pay a monthly subscription?

- A7
- If you want to enjoy discounts, special offers, and other member benefits, you can change your account and join as a Preferred Customer for \$19.95 per year and start enjoying 5–10% discount and earn four different types of rewards that come with that membership.
 - If you prefer not to receive discounts and special offers, you can still shop as a Retail Customer for no charge.

Q8 I renewed my account on December 15 by accumulating \$200 and paying \$59. When will I have to switch to the monthly subscription model?

A8 Your subscription fees will begin a year from the date of your renewal.

Q9 If I opt in for the monthly renewal, can I cancel at anytime?

A9 Yes, you can send an email to info@sunrider.com and have your next renewal cancelled. This will, however, change your account status to a Retail Customer. You can become a Preferred Customer and start enjoying 5–10% discount and earn four different types of rewards that come with that membership.