

Questions & Answers for **WORKSPACE TOOLS & ACCOUNT RENEWALS**

OVERVIEW

In May 2021, Sunrider launched a new website with access to Workspace Tools. Available with automated subscription, this 24-hour concierge service assists you in managing your Sunrider business. **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!

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

Q1 My renewal date is approaching 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.

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

A2 Yes, you will have immediate and full access to our exclusive Workspace Tools.

Q3 What tools are included in the monthly subscription?

A3 The Workspace Tools include:



Personal
shop online
site



Shareable
emails,
images, and
videos



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 Yes, to maintain your Independent Business Owner account, you are required to pay for your monthly subscription using a credit card on file.

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 If I opt in for the monthly renewal, can I terminate it anytime?

A8 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.