



Frequently Asked Questions

Q: What is Arbonne Autoship (AA)?

A: Arbonne Autoship is a consistent ordering program that ships every 30, 60, 90 or 180 days to ensure you never run out of your favourite Arbonne products. You schedule the products you want, when you want them, and how often you want to receive them.

Q: How does Arbonne Autoship work?

A: For Preferred Clients and Clients to sign up and place their first order, visit arbonne.ca, log in, and start shopping. As you shop, you can “Add as an autoship item” by clicking the box. Proceed to checkout and recurring autoship items will show up at the bottom of the order. Items can be managed by clicking on the “Autoship” name link. Or, after completing the order, all autoship orders can be managed from “Your Account.” From here, additional items can be added, orders can be placed on hold or cancelled.

For Independent Consultants to sign up and place their order through autoship, visit arbonne.ca, log in and start shopping. As with the above scenario, Independent Consultants may place orders through product catalogue shopping and additionally through Quick Shop and My Team, Orders. Autoship orders can also be viewed through My Team > Orders.

BENEFITS, REWARDS & INCENTIVES

Q: What are the benefits of Arbonne Autoship?

A: One of the biggest benefits of Arbonne Autoship is having all your favourite Arbonne products on hand when you need them. Special offers and incentives are also available for all Preferred Clients. See the Preferred Clients Benefits flyer for additional information.

Q: When will my Preferred Client receive their benefits on Arbonne Autoship?

A: Preferred Clients will receive benefits on their first autoship order, which is the recurring order delivered after the initial order is placed and received.

Q: Can my Preferred Client use their earned Preferred Rewards in Arbonne Autoship?

A: No. Available Preferred Rewards cannot be used within autoship. However, Arbonne Autoship has additional benefits that match the value of the Preferred Rewards.

Q: As a Preferred Client, can I earn free shipping outside of the Arbonne Autoship program?

A: Yes. To qualify for free shipping rewards outside of Arbonne Autoship, you must place an order for \$195 SRP or more to earn Preferred Rewards. Your Preferred Reward will be available to use on your next order, expiring at the end of the month 60 days after receipt. So as long as you continue to order regularly with \$195+ SRP before your Rewards expire, you will be able to maintain free shipping.

Q: Can an Arbonne Special Value Pack (ASVP) or a Core Pack (CP) be purchased within Arbonne Autoship?

A: Yes. ASVPs and CPs will qualify for autoship benefits based on the total SRP of the order, not the purchase price.

ENROLLMENT

Q: How do I enroll in Arbonne Autoship?

A: Independent Consultants may set up autoship within Quick Shop, product catalogue shopping, or through the My Office dashboard under My Team > Orders. Preferred Clients and Clients can set up autoship through product catalogue shopping or Your Account.

CHANGES

Q: As an Independent Consultant, how do I make changes to my Arbonne Autoship orders?

A: Go to My Team > Orders > Create and Manage Arbonne Autoship Orders. Find the order you wish to update, click on the order name, and proceed with changes. Independent Consultants may not update Preferred Client and Client orders, but can look at the status through Me > My Contacts > Autoship. An Independent Consultant may **not** add an autoship order on behalf of their Clients.

Q: How far in advance of an existing Arbonne Autoship shipment date can I make a change to that shipment?

A: Arbonne Autoship orders can be changed up to 3 days prior to the scheduled order shipment date.



FAQ cont'd

Q: Can I modify my Arbonne Autoship order before the next shipment date?

A: Yes. But autoship orders can only be modified at least 3 days before the next order shipment date. Multiple orders with multiple ship dates may be scheduled during the month. We suggest consolidating shipments for Preferred Clients in order to maximize their benefits.

Q: Can I delay an Arbonne Autoship order without having to cancel it?

A: Yes. You can change the status on your order by clicking the down arrow on the Arbonne Autoship order details page and selecting On Hold. This will pause your order until you change the status back to Active.

CHECKOUT

Q: How will my Arbonne Autoship order be charged?

A: Orders will be processed using existing Arbonne order procedures. If multiple credit cards are used and no existing credit card has been saved to the wallet, the first card used on the order will be saved to the wallet and will be available to use on future purchases including autoship orders. The credit card that is saved in the wallet can only be updated and not removed, as autoship orders will use the saved credit card to process your order. To view account information, Clients and Preferred Clients can log into [arbonne.ca > Your Account > Account Management](#). Independent Consultants can log into [My Office > Me > Profile](#).

Q: How does Arbonne manage credit cards on file?

A: All credit card data is encrypted per existing Arbonne security standards to ensure the highest level of security and confidentiality. To view the Arbonne Privacy Policy, visit [The Source](#) and search: Privacy Policy. Preferred Clients and Clients may view the Privacy Policy within their shopping cart.

Q: Can I check out my Arbonne Autoship orders and My Shopping Cart orders at the same time if both carts are filled?

A: Yes. Simply complete your checkout as you normally do and 2 orders will be created — one that ships now and one that ships in the future at your designated frequency.

FREQUENCY

Q: Are there any restrictions of orders and frequency combinations?

A: No. You may order unlimited Arbonne Autoship orders in 30-, 60-, 90- or 180-day frequency combinations.

Q: Can I combine a 30-, 60-, 90- or 180-day Arbonne Autoship order to qualify for rewards?

A: No. Each autoship reward is issued per autoship order.

MANAGE MY ARBONNE AUTOSHIP

Q: Are there any requirements to utilize Arbonne Autoship?

A: The only requirement is an Arbonne ID and Password to protect access to your autoship information. As Preferred Clients and Independent Consultants already utilize an Arbonne ID and Password, no additional effort is required. Clients, who currently do not utilize a Password, will need to create a Password with their existing or new Client Arbonne ID to access their account and process autoship orders.

ORDERS

Q: How many Arbonne Autoship orders can I have at one time?

A: You may enter and manage as many autoship orders as you would like in 30-, 60-, 90- or 180-day intervals.

PRODUCTS

Q: Which Arbonne products are available on Arbonne Autoship?

A: Autoship is available for all Arbonne products currently found in the catalogue; however, autoship is not always available for special promotions and seasonal items such as Purchase with Purchase, Build Your Own Value Packs and Business Aids. Product offerings are subject to change at the Company's sole discretion and while supplies last.

Q: Can I change my Arbonne Autoship product mix?

A: Yes, you can change your product mix up to 3 days in advance of your next order shipment date.

SHIPPING

Q: Will I be notified when my order ships?

A: Yes. You will receive an order shipment confirmation email. To access the status of all your Arbonne Autoship orders, log in to arbonne.ca, Preferred Clients and Clients click on Your Account. Independent Consultants can view personal autoship information through My Team > Orders.

Q: Can I choose the day I want my Arbonne Autoship order shipped?

A: When you set up your autoship order through the Arbonne Autoship section of the website, you can pick any day of the month to have your order processed. For example, if you set up a 30-day order on 5/3 and select to have your first shipment on 5/15, your first shipment will be on 5/15, and your next shipment will be on 6/15.

If you purchase product using the normal cart-checkout process and check the Arbonne Autoship box, your order will be processed based on the day you order and frequency selected. For example, if you create an order on 5/3 using the normal cart-checkout process and the frequency of the Arbonne Autoship cart is 30 days, you will receive your first autoship order 30 days after 5/3. Autoship benefits will be applied on the second order in this scenario.

Q: What happens when I place an Arbonne Autoship order?

A: Your initial order will be processed and shipped the day you specify in the Next Ship Date field. The second order will process and ship based on the frequency selected. Pay close attention to your next order date (in the Next Ship Date field) since the system defaults to the next month. All orders processed before the end of the month will count toward that month's volume.

Q: Can I choose which type of shipping I would like for my Arbonne Autoship orders?

A: Yes. Preferred Clients will receive standard flat rate shipping for orders under \$195 SRP, and free shipping for orders \$195 SRP or more. All other types of shipping will be available for Clients, Preferred Clients, and Independent Consultants.

CANCELLATION

Q: How do I cancel my Arbonne Autoship order?

A: If you would like to cancel an autoship order, Preferred Clients and Clients can go to Your Account and Independent Consultants can go to My Team > Orders and select the autoship order you wish to cancel. From here, change the status to "Cancelled" for the order you are cancelling. You may also contact an Arbonne Customer Service representative at 1.888.ARBONNE to cancel your autoship order.

Q: Is there a cancellation fee?

A: No fees are charged for cancelling an autoship order.

Q: Can I reactivate my Arbonne Autoship order once I cancel?

A: No. Once an autoship order has been cancelled, it cannot be reactivated. However, you always have the option to create a new autoship order to replace the previously cancelled order.

MISCELLANEOUS

Q: Which countries offer Arbonne Autoship?

A: Arbonne Autoship is available in all countries currently serviced by Arbonne. However, Arbonne is unable to ship to P.O. boxes and APO/FPO/DPO addresses.

Q: Where can I see the full Terms & Conditions for the Arbonne Autoship program?

A: Visit The Source and search: Arbonne Autoship Terms & Conditions. Independent Consultants, Clients and Preferred Clients can click the Terms and Conditions link at the bottom of the Shopping Bag page or on our public website at arbonne.ca > Reward Programs > Autoship.

