

# Frequently Asked Questions – Operations

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## Online Ordering

### 1. How do I purchase from Nu Skin Singapore if I am interested in your product?

To make a purchase directly from Nu Skin Singapore website, you will need to sign up as our Brand Affiliate or Member.

#### **Brand Affiliate Sign-up**

You can sign up online at nuskin.com. You are require a sponsor upline\* for the sign up.

#### **Member Sign-up**

You can contact a sponsor upline\* to send you a Member sign-up link.

After signing up as a Brand Affiliate/Member, you can proceed to create a web account at nuskin.com.

#### **Non-Brand Affiliate/Member purchase**

Alternatively, if you do not wish to sign up as a Brand Affiliate/Member, you can contact a Nu Skin Brand Affiliate\* who will assist you on your purchase.

\*If you do not know any sponsor upline/Brand Affiliate and would like us to recommend one, please kindly call our hotline at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com for assistance.

*For your information,*

**BRAND AFFILIATE** —Any person authorized to sell Nu Skin’s Products, pursuant to a Brand Affiliate Agreement (BAA). All Product purchases are optional.

**MEMBER**—A non-Brand Affiliate who is Registered by a Brand Affiliate and can purchase Nu Skin Products at the Member Price. A Member is not authorized to Register Brand Affiliates or resell Products.

### 2. How many products can I order at one time?

There is no limit on the number of products to be purchased at one time, unless otherwise stated. Example, Promotion Package, Limited Time Offer or Exclusive Package.

If you are a Nu Skin Brand Affiliate from other markets, you can contact us at 6837 3363 or email us at 48hrs\_reply\_singapore@nuskin.com to assist you with your Monthly Order purchase limit.

### 3. How do I check my order history?

Log in to your online web account and go to “Profile”. Select "Order History" option to view past records.

**4. I have a promo code that can only be used for Online purchase. Where can I input my promo code?**

You may find this option in “Order Checkout” page under “Billing Information” > “Enter A Promotional Code”.

**5. I am unable to view some of the content or click Add to cart. What should I do?**

To view our website at its best, we would strongly recommend using the latest version of Google Chrome.

If you still encounter issues, please kindly contact Nu Skin at 6837 3363 or email us at 48hrs\_reply\_singapore@nuskin.com for assistance.

**6. I want to make an order for delivery/pick up. Where can I select this option?**

You may find this option in “Order Checkout” page under “Shipping Method”.

**7. The item I wish to buy is showing Out of Stock text online; how can I make a purchase?**

You will not be able to place orders for products that are Out of Stock. You may view our E-copy of the Product Update available on the website (Top Left Hand of the webpage) to know when the product will be available for sale.

**8. I forgot my online log-in password. What should I do?**

Click “Forgot your password” in the “Sign in” page and follow the instructions accordingly. For further assistance, please contact Nu Skin at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com.

**9. Can I change or void an online order after it has been placed?**

No, once an order has been placed, it cannot be edited, changed, or canceled. However, you may request a refund. For assistance, please contact Nu Skin at **6837 3363** or email **48hrs\_reply\_singapore@nuskin.com**.

**10. How do I qualify for free delivery?**

To enjoy free delivery, your order must meet the minimum spend of \* \$240 or \*\$100 in a single invoice. (Refer to the Table below). The delivery timeframe of “around 3 to 5 working days” means your package should arrive within 3 to 5 business days, excluding weekends and public holidays.

**Delivery Charges Table**

Customer Type	Order Amount	Delivery Charge
<b>Subscription</b>	Less than \$100	\$10
	\$100 & above	Free of charge
<b>Non-Subscription</b>	Less than \$240	\$10
	\$240 & above	Free of charge

## Payment

### 1. What are the modes of payment available in Nu Skin?

<b>Type of Payment</b>	<b>Walk-in</b>	<b>Online</b>
<b>One-time Payment (Debit &amp; Credit Cards)</b>	<ul style="list-style-type: none"> <li>American Express</li> <li>Diners</li> <li>MasterCard</li> <li>Visa</li> </ul>	<ul style="list-style-type: none"> <li>American Express</li> <li>MasterCard</li> <li>Visa</li> </ul>
<b>One-time Payment</b>	<ul style="list-style-type: none"> <li>NETS</li> <li>FOMO</li> </ul> (PayNow,ShopeePay, GrabPay etc)	<ul style="list-style-type: none"> <li>GrabPay Wallet</li> </ul>
<b>Instalment Payment (6 or 12 Months) <u>Credit Card ONLY</u></b>	<ul style="list-style-type: none"> <li>American Express Bank</li> <li>DBS / POSB</li> <li>UOB</li> </ul>	<ul style="list-style-type: none"> <li>American Express Bank</li> <li>DBS / POSB</li> <li>UOB</li> </ul>
<b>Instalment Payment via Buy Now Pay Later (BNPL)</b>	<ul style="list-style-type: none"> <li>NA</li> </ul>	<ul style="list-style-type: none"> <li>Atome</li> </ul>

### 2. Do Nu Skin Singapore counter accept cash payment at the Experience Center?

Starting 1 January 2025, we are moving to a fully cashless transaction system to enhance convenience speed and security. We accept Credit/Debit cards and Mobile payments at the counter.

Please refer to Payment table point no 1 for more information.

### 3. Why was my card charged even though my order was not successful?

Although this situation is rare, if it occurs, please take the following steps:

- Contact your issuing bank to verify the transaction.
- Email the supporting document (e.g., proof of statement) to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for further verification.

### 4. I received a payment error message. What should I do?

Please ensure you are using a valid debit or credit card and that your card details are entered correctly. If the issue persists, contact Nu Skin at **6837 3363** or email [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance

### 5. What are the items eligible for instalment payment in Nu Skin?

You may view the packages available for instalment payment [here](#), for both online and walk-in instalment plan payment.

### 6. How can I confirm if my order has successfully gone through? I did not receive any Confirmation Page with Sales Order Number.

You can also check your order from your account order history for the sales order number. If you still encounter issues, you may drop us an email at [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) or call Nu Skin at 6837 3363 for assistance.

**7. Can I charge two different credit cards within a single transaction online?**

No, our online platform only allows one credit card per transaction.

However, you can do so if you make your purchase at our Experience Centre or email [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) with your request.

**8. Do Nu Skin Singapore counter accept cash payment at the Experience Center?**

Starting 1 January 2025, we are moving to a fully cashless transaction system to enhance convenience speed and security. We accept Credit/Debit cards and Mobile payments at the counter.

**9. How may I track or view my successful order online?**

You will receive an email notification after the order has been completed or go to "Profile" and select "Order History" option to view past records.

**10. I am buying one set of ageLOC TRMe System Chocolate (SG) and ageLOC Y-Span (1 bottle). Why am I not able to find the instalment option in the Check Out Page > Billing Information?**

For online instalment, you will need to separate your sponsoring package (**ageLOC TRMe System Chocolate (SG)**) from any additional ala carte items (Y-Span). Please do 2 separate orders to be eligible for the instalment plan for **ageLOC TRMe System Chocolate (SG)**.

**11. Why is my AMEX Credit Card (E.g. Takashimaya Credit Card) not eligible for the instalment plan online?**

For AMEX instalment, the issuing bank must be under American Express Bank. Co-brand cards will not be eligible for AMEX instalment.

## Membership/Sign up

### 1. I am a new Brand Affiliate. How do I go about logging in and making a purchase online?

You may click [here](#) for our guide to creating your web account and ordering online.

### 2. How can I sign up to be a Brand Affiliate?

To sign up or learn more about becoming a Nu Skin Brand Affiliate, please click [here](#).

### 3. Will my personal data collected by Nu Skin during Sign-up be shared to any other 3<sup>rd</sup> party?

For more information, please refer to our [Privacy Notice](#) that explains how we collect, use and share Personal Data.

### 4. Why do I need to provide my NRIC during sign-up as a Brand Affiliate?

The Company continues to collect, use, and disclose the NRIC Numbers of Principal Brand Affiliates of individual Brand Affiliate Accounts, and of Brand Affiliate Accounts with Joint Participation, as required by law for tax reporting purposes.

### 5. I do not want to provide my NRIC for Sign-Up, but I still want to make purchases. What can I do?

You may sign up as a Member\* instead of a Brand Affiliate. The option to sign up as a Member

\*This is for consumers who would like to purchase Nu Skin products and do not wish to be a sales leader. Members\* are not allowed to do any overseas purchase.

You may sign up via the invitation link provided by the person assisting you on your sign up. Alternatively, you may contact Nu Skin Singapore at 68373363 or email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com) for assistance.

**\*MEMBER**—A non-Brand Affiliate who is Registered by a Brand Affiliate and can purchase Nu Skin Products at the Member Price. A Member is not authorized to Register Brand Affiliates or resell Products.

### 6. Does Nu Skin charge any membership fee?

No, membership is free.

### 7. Is the membership transferable?

No, transfer of membership is not allowed.

**8. Will my membership expire?**

Active membership is valid for a lifetime. However, Nu Skin reserves the right to terminate or suspend membership if any suspicious or fraudulent activities are detected. For security reasons, accounts with **12 consecutive months of inactivity** will be marked as “Inactive status.”

**9. How do I reactivate my account?**

You will need to re-signup as a new member via Online platform. If you are facing problems, you may contact Nu Skin Singapore at 6837 3363 or email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com) for assistance.

**10. What happens if I am unable to log in to my Nu Skin Account?**

If you have trouble logging in, you may contact Nu Skin Singapore at 6837 3363 or email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com) for assistance.

**11. Where can I view and update my contact information?**

Log in to your online web account and go to “Profile”. You may view/update information such as E-mail address, contact number, home address and communication preferences.

## Returns and Refunds

### 1. What if I am dissatisfied with the products I purchased?

You may bring the unopened products in resaleable condition back to our Nu Skin office for refund. Please refer to the link [here](#) for our Product Return Policy.

### 2. Do I need a physical invoice to do a refund over the counter?

No, however you will need to provide your Membership number and sales order number for us to verify and process the request.

### 3. Can I do an exchange for an item that I bought from Nu Skin?

No, we do not do any exchange unless the products purchased directly from Nu Skin Singapore were incorrectly sent, or are defective, if you notify Nu Skin Singapore within 90 days from the date of purchase. If an exchange is not feasible, Nu Skin Singapore may issue a full refund of the purchase price.

### 4. Can I process refund if the products were purchased from other Nu Skin markets?

Refunds can only be processed in the local market where the product(s) were originally purchased. If you need assistance, please contact the Nu Skin office in the market where your purchase was made.

### 5. What can I do if my products are defective or having quality issue?

Please kindly call our hotline at 6837 3363 or email us at [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com), providing details on the issues you are facing. Upon receiving the information and assessing the situation, our staff will advise and help accordingly.

### 6. How long does the refund process take?

The refund process will take about 3-4 working weeks back to the Credit card if is used to paid for this order.

### 7. Can I receive a partial refund for my purchase?

In the case where 2 or more products were purchased in a single invoice, a partial refund for some of the products purchased may be applicable. You may bring the unopened product(s) in resaleable condition back to our Nu Skin office for refund. Upon review, we will process refund for the product(s) returned.

## 8. Can I request for a refund for my order before the delivery was made?

### Approval

- If your refund request order has not yet been delivered or received, you may send a WhatsApp message to SPX to reject the delivery.
- If a promo code was used for the purchase, it will not be credited back to your account.
- Refunds will take approximately 3–4 working weeks to be processed back to the credit card ending with the last 4 digits shown in the system.
- Any Bank Instalment Plan linked to the credit card used for payment will be terminated after the refund is processed.
- For products purchased under a Promotion, all free gifts must be returned in unopened and resalable condition.
  - Individual products in a promotion package may be returned if unopened and resalable.
  - Refund amount will be calculated based on the discounted price under the promotion.
  - If free gifts cannot be returned in resalable condition, Nu Skin may deduct their value from the total refund amount.

### Refund Method:

- NETS Payment: Refund will be credited back to the bank account under the PSV reflector name (same as the bank account name stated in the invoice).
- Atome Payment: Refund will be credited back to the Payee E-Wallet under the Payee account stated in the invoice.

**Note: There will be no auto-cancellation for Instalment Plans under the **atome**  transaction.**

## 9. Am I able to request for my refund to be in Cheque/Cash although I paid for the items by Visa/Master/AMEX card?

No, we are unable to accommodate this request. In accordance with our refund policy, all refunds will be credited back to the original credit card used for the transaction.

## 10. My order is paid using NETS or FOMO Pay (GrabPay / PayNow), how will you refund me?

For non-credit card payment types, mobile banking application, PayNow, GrabPay, NETS Pay, ALIPAY and WeChat Pay, UnionPay, Shopee Pay, Singtel Dash, UOB Mighty, OCBC Pay Anyone, the refund will be processed back to the Payee Wallet under the Payee account as stated in the invoice.

\*If the payment is done by Nets, we will be refunded back to the Bank account under the PSV reflector name (\*same as Bank account name) as stated in the invoice.

## Collection and Order Delivery

### 1. What are the operating hours for the collection counter at our Experience Centre?

Monday to Friday: 11.00am – 7:30pm  
 Saturday: 11.00am – 3.00pm  
 Closed on Sundays and Public Holidays

### 2. What are the delivery timings available?

Delivery is available **Monday to Sunday, from 9:00 AM to 10:00 PM.**  
 Effective **1 June 2025**, Nu Skin Singapore no longer offers time slot selection for deliveries

### 3. Can I change my delivery date and time or delivery address and contact number?

Yes, you can reschedule by replying to the **two-way WhatsApp message** from **SPX**, Nu Skin Singapore's courier partner.

#### Important Notes:

- Changes to delivery address or mobile number will **delay delivery by at least 3 business working days.**
- Only **one-time change** is allowed per sales order number  
 For permanent change of delivery details, kindly contact Nu Skin Singapore at 6837 3363 or log in to [www.nuskin.com.sg](http://www.nuskin.com.sg)

### 4. Do you have any delivery charges?

Free delivery for purchases with a minimum spend of \*100 / \*\$240 and above in a single transaction (Refer to the Table below)

Delivery timeframe of "around 3 to 5 working days" means the package is expected to arrive within 3 to 5 weekdays, excluding weekends and holidays.

**Delivery Charges Table**

Customer Type	Order Amount	Delivery Charge
<b>Subscription</b>	Less than \$100	\$10
	\$100 & above	Free of charge
<b>Non-Subscription</b>	Less than \$240	\$10
	\$240 & above	Free of charge

### 5. Do you provide overseas delivery?

No, we only provide Island-wide local delivery.

**6. How long do I have to collect my online pickup order?**

Pickup orders must be collected within 7 days from the date of purchase. If not collected within this period, a S\$10 administrative fee will apply, and the products will be delivered to the address stated in the order

**7. Can I change my delivery order to self-collection at Nu Skin Office?**

Yes, you may do so. You may contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

Pickup orders must be collected within **7 days** from the date of purchase. Failure to collect within this period will result in:

- **A S\$10 administrative fee.**
- Products will be delivered to the address stated in the order.

**8. Courier did not turn up for my scheduled delivery. Who can I contact?**

Kindly contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

**9. My delivery order has missing/incomplete item. Who can I contact?**

Kindly contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

**10. How do I track my online order?**

You can track your order at [www.spx.sg](http://www.spx.sg). More details here:

**Delivery will be available from Monday – Sunday (9am to 10pm)**

Introducing our new  
**DELIVERY SERVICE PROVIDER**  
with effect from 1<sup>st</sup> June 2025. **SPX EXPRESS**

Starting 1 June 2025, all Nu Skin Singapore product orders with the delivery option will be handled by our newly appointed delivery service provider, SPX Express.

**Enjoy a seamless delivery experience with just two simple steps:**

Select **"Delivery Option"** after confirming your order, contact information and delivery details.

Tips: Please check your order details. Any amendments may result in a delay in delivery.

Hi (Receiver name),  
this is SPX Express, and later today we will be delivering your (Nu Skin) parcel (SPX Tracking Number).  
If there is nobody available when we arrive, we will place it at a safe spot near your doorstep and provide a photo for confirmation. Do let us know if you have any concerns. Thank you!  
For further tracking details, you may head to <https://spx.sg> and key in your SPX TN.

You will receive a **Delivery Notification** via SMS on the delivery day.

- You may track your delivery status at [www.spx.sg](http://www.spx.sg)
- The courier will contact you directly via WhatsApp when they are nearby to delivery your order.
- Time slot delivery option will no longer be available.
- Delivery will be available from Monday – Sunday (9am to 10pm)

**1**

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**NU SKIN.**

## General Enquiries

### 1. Where is Nu Skin located and what is the nearest MRT?

**Our address:** 18 Cross Street #13-02, 18 Cross Singapore 048423

The two closest stations are: **Telok Ayer Station (DT18)** and **Chinatown Station (DT19/NE4)**  
Take **Exit F at Chinatown Station to walk to 18 Cross.**

To help you make this decision, refer to the table below that summarizes the closest stations and their relative travel times and distances from Cross Street Exchange.

Station Name	Walking Distance to Cross Street Exchange	Walking Time to Cross Street Exchange
Chinatown (NE4/DT19)	130 m	2 minutes
Telok Ayer (DT18)	140 m	2 minutes
Maxwell (TE18)	400 m	5 minutes
Raffles Place (NS26/EW14)	650 m	8 minutes
Downtown (DT17)	700 m	9 minutes

With the opening of the Thomson-East Coast Line, you can be within 5 minutes of walking distance of Cross Street Exchange using Maxwell Station (TE18).

### 2. What is the Experience Centre operating hours?

Monday to Friday: 11.00am - 7:30pm  
Saturday: 11.00am – 3.00pm  
Closed on Sundays and public holidays.

### 3. What is the hotline number and its operating hours?

Hotline: 6837 3363  
Operating Hours Monday to Friday: 11.00am to 7.00pm  
The hotline is unavailable on Saturday, Sunday, and Public Holidays.

**4. Where can I get to know what your available promotion(s) are?**

Please go to [www.nuskin.com.sg](http://www.nuskin.com.sg) or visit our [Facebook page](#) for the latest updates on promotion.

**5. How do I know more about doing business with Nu Skin?**

You can find out more [here](#). If you have any questions, you can contact us at 6837 3363 or email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com).

**6. Where can I download the Nu Skin Administrative forms such as LOI, New Subscription or Hold or Termination form online?**

You can download the forms [here](#) from our online website.

**7. Where can I find product information on a product I am interested in?**

For more information about our products, please visit our official website at [www.nuskin.com.sg](http://www.nuskin.com.sg).

**8. How many branches do you have in Singapore?**

We only have one main office in Singapore, located at:  
18 Cross Street #13-02, 18 Cross Singapore 048023.

**9. What would happen if I forgot to fulfil my default plan for Subscription program for current month?**

The Subscription Order must be placed during a specific period between 1st to 25th every month. The pre-selected products will be charged and automatically delivered to you within 5 business days from the 26<sup>th</sup> of every month if you do not make a valid order under Subscription Program which require minimum purchase amount.

**10. Can I terminate and hold my Subscription program online?**

No, this option is currently not available Online. You can submit your form via walk-in to our Experience Centre or email us at [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

## Nu Skin Singapore (NSSG) Device Care App

### 1. What is the NSSG Device Care app?

It is a Nu Skin device support tool that allows you to check your device warranty status, submit request for device inspection and check the status of the inspection.

### 2. Who is eligible to create an account and use the NSSG Device Care app?

All customers and Brand Affiliates of Nu Skin Singapore are eligible to create an account and use the NSSG Device Care app.

### 3. How do I create an account for NSSG Device Care app?

Click 'Sign Up Here' at the bottom of the launch screen. Input your email address and password to complete the account set-up.

### 4. Is NSSG Device Care app compatible with all mobile phones?

The NSSG Device Care application is developed exclusively for the Android and iOS mobile operating systems.

The application supports devices running iOS version 12.0+ and Android version 10+; devices running lower operating system versions may not be able to install or use the application.

\*NOTE: The application does not support mobile operating systems other than Android and iOS, including but not limited to HarmonyOS, Windows Phone, BlackBerry OS, KaiOS, Tizen, Symbian, or other mobile operating systems.

### 5. Can I request an immediate, one-to-one exchange for my device after I submit the device inspection request at the counter?

Unfortunately, we are unable to provide an immediate on-site inspection. Instead, you will receive an in-app notification on the status of your submitted device within seven to ten (7-10) working days from the date of submission.

### 6. Am I able to submit a request for device inspection without the app?

You will be required to use the app to submit a device inspection request if your device was purchased from 1<sup>st</sup> March 2021 onwards.

### 7. How can I submit a device inspection request if my device was purchased before 1<sup>st</sup> March 2021?

Please bring your device and the original invoice number to Nu Skin Singapore Experience Centre counter 3/4 for assistance.

**8. How will I be notified when my device or replacement device is ready for collection?**

An in-app notification will be sent to you when your device or replacement device is ready for collection.

**9. Am I able to check the status of my device inspection?**

Yes, you can go to 'HOME – Inspection Status' to check your device inspection status.

**10. How do I check whether my device is still under warranty?**

Go to 'Warranty Status', scan the QR code on your device and the warranty period will be displayed.

**11. Am I able to submit my device for inspection if it is Out-of-Warranty?**

Out-of-Warranty devices are not eligible to be submitted for inspection.

**12. Am I able to submit a device that was not purchased from Nu Skin Singapore for inspection?**

Devices that were not purchased from Nu Skin Singapore will not be covered under this Device Care service.

**13. Are spare parts chargeable?**

All devices, except for the **EcoSphere Water Purifier**, do not have serviceable or replaceable parts.

For EcoSphere Water Purifiers that are **out-of-warranty**, Nu Skin Singapore may impose necessary charges for any repairs performed. All related charges will be communicated to you before proceeding with the service.

**14. Can I report product quality issues for Pharmanex or Personal Care products using this app?**

For all other Nu Skin product quality issues, kindly email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com) for assistance.