

ADR FAQ's

Q) What is ADR and why should I join?

A) ADR, or Automatic Delivery Rewards, is a program where a Distributor or Customer can receive products monthly with special rewards. Incentives include a percentage discount on products, discounted shipping rates, automatic monthly shipment on your date of choice, free product points on every order to purchase product in the future. Having an ADR is also a requirement to qualify for Executive Bonuses.

Q) Why is the ADR program changing?

A) This reengineered ADR Program is based on extensive global research. Currently, Automatic Delivery programs vary from market to market globally and the best practices from around the region are being implemented into one program that will be universally seamless. Many aspects of the new program feature a simplified process that makes the program easier for distributors to explain. The launch of the new program that will feature greater online capability to save you time and money.

Q) What markets will be affected by the change?

A) This change is for all markets within the Americas, Europe and South Pacific Region this year– United States, Canada, Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Australia, New Zealand, New Caledonia, French Polynesia, South Pacific, South Africa, Israel, Russia, Mexico, Venezuela, Guatemala, Costa Rica, Honduras, El Salvador and Columbia. The remaining international markets will launch in 2010.

Q) Why is the new ADR Program better than the old one?

A) The new ADR Program allows you more control over the management of your ADR. For some, most of the benefits remain the same. For others, this will be a similar program with new benefits. One of those new benefits is that you will now be able to better manage your ADR on your own time and over the internet. Another benefit is knowing that the ADR program will be universal in whatever market you may sponsor in.

Rewards

Q) What are the rewards of ADR?

A) Rewards include a percentage discount on products, discounted shipping rates, automatic monthly shipment on your date of choice, free product points on every order to purchase product in the future.

Signing up

Q) How does one enroll in the ADR program?

A) Enrollment can be completed over the phone, by mailing/faxing in this form, at a walk-in center, or by simply going online. You may also complete this process with help from your Sponsor. If you would like to view the ADR Tutorial and the enrollment process, please click [here](#).

ADR Requirements

Q) Are there any requirements to create an ADR order?

A) Yes. The minimum value of an ADR order must be 50 PSV* in order to receive the ADR benefits. If the minimum value is not met, then the ADR simply becomes a regular reoccurring order without the ADR benefits.

* **PSV: Personal Sales Volume** is the monthly Point Value of the products and services you purchase from the Company primarily for retail sale or personal consumption.

Q) Can I have an ADR order ship more than once a month?

A) Yes. Each member is allowed multiple ADR orders. But each ADR order may only ship once per month.

ADR

Q) Are there any restrictions to what product I can have on an ADR?

A) Yes. Discounted packages are restricted from ADR orders. You may place any individual product from the Nu Skin, Pharmanex, or Nourish the Children brands on your ADR order though.

Q) How does phone ADR differ from online ADR?

A) The difference between a phone ADR and an online ADR is the shipping fee. ADR management online incurs no additional shipping & handling fee and the reduced standard rate will apply. ADR management over the phone will assess an additional shipping & handling fee that will be the same as a regular phone order.

Q) How do I make changes to (manage) my ADR?

A) You can make changes to your ADR online or through Customer Service. Discounted shipping rates only apply to changes made online.

Q) By when do I need to make any changes to my ADR?

A) We recommend making any change at least 3 or 4 days before shipment (at least 5 days for Direct Debit payment options) to ensure that your change takes effect.

Q) If the ship date falls on the weekend what happens and when do they ship?

A) If the ship date falls on a weekend or holiday, the order will be processed and shipped on the closest business day. (Saturday orders ship on Friday and Sunday orders ship on Monday)

Q) Will I be notified when my order ships?

A) Yes, an email is sent out every time your ADR ships.

Q) How do I pay for my ADR?

A) Your ADR order is charged to the credit card or payment type you have placed on file.

Q) How do we manage credit cards on file?

A) You may manage it online by clicking on My Account, or you may contact Customer Service or Walk-in Center.

Q) If I call Customer Service or visit the Walk-In Center with questions regarding ADR, will there be a fee?

A) No, there will not be a fee for questions. But if you make a change to your ADR that could be made online, the discounted shipping reward will be lost.

Cancellation

Q) How do I cancel my ADR?

A) To cancel your ADR, please contact your local Call Center, you cannot cancel your ADR online.

Q) Is there a cancellation fee?

A) No, there is no cancellation fee.

Q) Can I reactivate my ADR once I cancel?

A) Yes. You may reactivate your ADR once you cancel. But you will not get back the points that you had previously earned or the same percentage. (Please see Reward Points for percentages)

Q) Is there any documentation needed to cancel my ADR?

A) No, there is no documentation needed to cancel. You only need to contact Customer Service to do so.

Online

Q) What can be managed online?

A) You can change the payment (Direct Debit from Bank Account, Wire Transfer or, Credit Card), addresses, place an override (Please see Overrides), and use points. Those that are on a Bimonthly ADR can manage their order as well.

Q) How do I manage my account online?

A) To manage your ADR online, please click here for a tutorial. (Include a link to the page in the FAQ)

Q) What price does a web order (non ADR) receive?

A) Web orders receive the same price as ADR's – 5% off the Wholesale price, excluding the benefits attributed with an ADR order.

Q) What payment types are accepted for online overrides?

A) All payment types are accepted as long as they don't require any paperwork (namely, Direct Debit.)

Q) Will Customer Service still be available for help with my ADR?

A) Yes, but regular shipping costs may apply.

Reward Points

Q) How are points earned?

A) Points are awarded monthly and are based off the PV amount. A total of 75 can be earned each month. A maximum of 900 can be earned on one ID at a time with points expiring on the 13th month after they were earned. The amount is determined by how long you have been on ADR:

-10 % - Bimonthly (when your ADR ships every other month)

-20 % - first year on program (when you make your first 12 orders)

-30 % - after one year (when you make your 13 + order)

Q) Do I earn points on regular personal orders?

A) No, you only earn points on ADR.

Q) Will Big Planet services still earn points?

A) Old GWP Subscriptions in the US and Canada will earn points. All other services will not.

Q) Can I redeem my points in other countries?

A) No, you can only redeem points in the country that they were earned.

For example, I have Canadian ID number but have an ADR in the USA. The points I earn in the USA are only redeemable in the USA, and not in Canada.

Q) How can I see when my points are going to expire?

A) An expiration date will be shown online, in the call center, on receipts, and emails.

Q) If I return a product, will the points I earned be deducted?

A) Yes. The amount of points that product earned will be deducted from the total that the Distributor currently has.

Q) If I cancel my ADR, do I lose my points?

A) Yes. They will be deleted at the end of the month in which your ADR was cancelled.

Q) Are there products that don't earn points or aren't redeemable with points?

A) Yes. All products will be marked whether or not they earn or are redeemable with points.

Q) Are there any restrictions to what I can purchase with points?

A) Yes. You may only purchase Nu Skin and Pharmanex products. This exclude packages, marketing materials, and other products that are marked as restricted to points.

Point Redemption

Q) What is point redemption?

A) Point redemption is where you may use the points you've earned to purchase product.

Q) How much is one point worth?

A) As points are earned based on the value of PV they are also redeemed based on the value of PV. 1 point will equal one PSV.

Q) When are my points awarded?

A) Reward points are awarded on the first business day of each month for the previous month's purchases.

Q) How can points be redeemed?

A) They can be redeemed over the phone, fax, mail, walk-in centers, or online through the redemption center.

Q) When can I redeem my points?

A) You may use your points at any moment. Please see 'How can points be redeemed?' on how to do so.

Q) How can I see how many points I have available?

A) You can check online, walk-in centers, or the Call Center. You will also be able to see points available, being earned, points redeemed, and points that are going to expire.

Q) Do I pay taxes and shipping costs when I use points?

A) Yes, on ADR, and on regular phone, online and Walk-in Center orders.

Q) Can I pay for half of a product with credit card and the other half by points?

A) No, if you redeem your points on a product, the points will have to cover the entire cost of the product.

Q) Can I return a product that I purchased with points?

A) No, products purchased with product points are non-refundable.

Q) Can I redeem points at walk-in centers?

A) Yes, but handling fees may apply.

Q) Can I redeem points online?

A) Yes. You can redeem them on a one time order or on your ADR. There is no minimum PSV required to redeem your points on either order, but taxes and shipping rates may apply.

Q) Can anybody else use my points?

A) Only you, your associates, and someone that you give permission may use your points. To give someone permission, you will need to send in a letter with your signature stating that a specific individual has permission to use your points. This can be faxed or mailed to your market's designated Customer Service for documentation. Please contact for address or FAX number.

Grandfathered Prices

Q) What is Grandfathered Prices?

A) Grandfathered Prices are prices of certain products that will not increase as a result of our scheduled price increases.

For example, when we have a scheduled price increase in the market, the products on your will no increase in price. When they don't increase in price, they are called 'Grandfathered Prices'.

Q) Will my benefits and prices change?

A) All prices and benefits will remain the same for products that are on your ADR when the new ADR program launches, as long as you don't make changes to your current ADR at the time of the launch, you will be able to maintain your current benefits and pricing.

Q) If I cancel my ADR, can I still get the Grandfathered Pricing?

A) No. When you are re-enrolled in ADR, you are automatically enrolled in the new ADR program with the new pricing.

Q) Will I still earn points on Grandfathered products?

A) Yes, you will still earn points on Grandfathered products as long as they remain on your ADR.

Hold

Q) What is a hold?

A) A hold is when your ADR order does not ship for a specified month.

Q) How do I put a hold on my ADR?

A) To put a hold on your ADR, you will need contact Customer Services, Walk-in Center or change your shipping date online.

Q) How many holds do I have per year?

A) You may put your ADR on hold up to 3 months/shipments per year.

Q) What will happen if I need to hold my ADR more than 3 times a year?

A) You will forfeit your ADR membership and will lose your benefits associated with that ADR.

Q) When I put my ADR on hold, does it stay on hold till I take it off?

A) ADR orders placed on hold will automatically resume after the hold period (maximum 3 months per year).

Q) How long is a hold?

A) A hold is a one month period.

Q) If I hold my ADR does it hold the other shipments under my account?

A) No. you have the option to hold all or specify which order to hold.

Q) What should I do if I start to acquire too much product?

A) If you notice that you are experiencing a product stockpile, adjust your order to fit your needs. You can change your products, change your ship date.

Backordering

Q) What is Backordering?

A) Backordering is the process by which orders are handled when some, or all, of the products ordered are not currently available to ship when the order is placed. Backordering allows you to place an order for certain products that aren't currently available, which will then be shipped to you when they come back in stock.

Overrides

Q) What is an Override?

A) An override is when you have your ADR ship out before its scheduled ship date.

Q) Does an Override change my order permanently?

A) No. An override does not change your order permanently.

Q) If I override my order, does that change my ship date permanently?

A) No. If you override your ADR order, your original ADR order will automatically resume the next month on your specified ship date.

Q) Do overrides affect my points?

A) No, override orders will not affect your points. You will still points off of you override order as you would from your normal ADR order.

Walk-in Centers

Q) What are Walk-in centers?

A) Walk-in centers are local offices where you may go to place or pick up your orders.

Q) Can I place my ADR at my Walk-in Center?

A) Yes, you may place you ADR order at the Walk-in Center, but handling fees may apply.

VitaMeal

Q) Would I be able to earn points on my VitaMeal donation ADR?

A) Yes, you will earn points on your VitaMeal donation ADR.

Sponsoring

Q) If I want to sponsor/purchase in other countries, what do I need to do?

A) To sponsor in other countries, you will need to fill out an ISA (International Sponsoring Agreement) and a PPA (Product Purchasing Agreement.)