



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, automatic monthly shipment on your date of choice, product points on every order to purchase product in the future. Having an ADR is also a requirement to for commissions and qualification 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 world are being implemented into one program that will be universally seamless in Nu Skin's global marketplace. The Americas, Europe and South Pacific Region has been selected as the first region to launch 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. Although most of the benefits remain the same, 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, automatic monthly shipment on your date of choice, product points on every order to purchase product in the future. Having an ADR is also a requirement to commission and qualification for Executive Bonuses.

Signing up

Q) How does one signup on ADR?

A) Sign up can be completed over the phone, by mail/fax, at walk-in center, or by simply going online.

ADR Requirements

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

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 you purchase from the Company, primarily for retail sale or personal consumption. Generally speaking, the PSV is the same value as the price of a product, but there are a few exceptions.

Q) Can my ADR ship more than once a month?

A) Yes. Each member is allowed to sign up for as many ADR accounts as they please, but each ADR account may only have one shipment per month.

ADR

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

A) Yes. All Fast-Start Business Packages, along with other discounted packages, are restricted from ADR orders. You may place any individual product from the Nu Skin or Pharmanex brands on your ADR order though.



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

A) You can make changes to your ADR online or through the Call Center. If your ADR is charged by Electronic Funds Transfer (your bank account), the changes need to be made through the call center representatives.

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

A) We recommend making any change at 48 hours before the billing date to ensure that it takes effect.

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

A) If the billing date falls on a weekend or holiday, the order will be processed and shipped on the closest business day. (Friday orders most likely to be shipped on Thursday and Saturday orders shipped on Sunday)

Q) Will I be notified when my order ships?

A) Yes, an email is sent out every time your ADR ships.(please make sure your email address is updated,you can update that anytime online or contact the call center.

Q) How do I pay for my ADR?

A) Your ADR order is charged to the credit card or your bank account. If you wish to set the payment type to be your bank account, please contact the call center.

Q) How do we manage credit cards on file?

A) You may manage it online by clicking on My Account, or you may contact your local Call Center.

Q) If I call into the Call 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.



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.

* To reactivate your ADR please contact the Call Center.

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

A) No, there is no documentation needed to cancel. You just need to contact your Call Center and provide details which serve to identify you.

Online

Q) What can be managed online?

A) You can change the payment (Credit Card), addresses, and use points. Orders can also be changed online.

Q) What price does a regular web order receive?

A) Web orders receive the same price as ADR's – 5% off the Wholesale price, excluding the benefits attributed with an ADR order. (Regular web order is not rewarded with product points)



Q) What payment types are accepted for online overrides?

A) All payment types are accepted as long as they don't require any paperwork.(Credit Cards and Bank Wires)

Q) Will the Call Center still be available for help with my ADR?

A) Yes.

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:

-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) Can I redeem my points in other countries?

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

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

A) An expiration date will be shown online, in the call center 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 excludes packages, marketing materials, and other products that are marked as restricted to points. You may also use points on Vitameal.

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.

-20 % of the order PV value- first year on program

-30 % of the order PV value - after one year

Q) When are my points awarded?

A) Product 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 the product store?

A) Yes.

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 PV required to use your points on either order, but if you wish to ship that order, shipping rates may apply.



Q) Can anybody else use my points?

A) Only you (the account holder) may use your points to purchase products for yourself.

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.

*Only applies on the products that appeared in you ADP before the implementation of the new ADR program. Any change or addition of products (accept changing the amount) will be included in the **new** rewarding system.

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.



Overrides/Manual – one-time changes

Q) What is an Override?

A) An override is when you have your ADR ship out before its scheduled ship date, or if you choose to change your monthly product order for a **onetime** only shipment. Can be done online (Credit Cards only) for Bank account billing please contact the call center.

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 pre-ordered 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.



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 a Gasp (International Sponsoring Agreement) and a PPA (Product Purchasing Agreement.) There is a processing fee. That fee will be determined by your market.

*Fee will not be required for an Israeli distributors sponsoring in Europe.