

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 LOI and above to earn 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, French Polynesia, 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, Turkey, 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 many of the benefits are greatly improved, we are most excited 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 the same in whatever regional 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. . Only ADR orders with non-exempt products will earn points

Signing up

Q) How does one enroll on ADR?

A) Enrollment can be completed over the phone, by mail/fax, at walk-in center, or by simply going online. Please click [here](#) to view the ADR Tutorial and the enrollment process.

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 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 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 order on an ADR?

A) Yes. 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 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 the Call Center. 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 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 your local Call Center or Walk-in Center.

Q) If I call into the Call Center 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, regular shipping rates will apply.

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 retain the points that you had previously earned and will start over at earning point at 20%.

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 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, and use points.

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 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.

Q) What payment types are accepted for online overrides?

A) Please contact your call center or the checkout page online to see what payment types are available in your market.

Q) Will the Call Center 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:

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

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

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, through 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) 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 PSV. 1 point will equal one PSV.

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. Points may only be redeemed when the entire price of a product may be redeemed with points.

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

A) You can check online, walk-in centers, or through 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 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 PV required to use your points on either order, but taxes (depending on market) and shipping rates may apply.

Q) Can anybody else use my points?

A) Only you 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 call center for documentation. Please contact for address or FAX number.

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. For markets where points are not earned, but have a graduated discount, the discount will remain without earning points until the product is removed or upgraded to the new discount with point benefits.

Holds

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 the Call Center, 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.

Overrides

Q) What is an Override?

A) An override order is a new ADR order that will take the place of your existing ADR order for the current month. For example, if you normally have a monthly ADR order ship on the 20th of each month you can call in or go online and place an override order on the 12th with different product, different payment type and a different shipping address and have it replace your order scheduled to ship on the 20th. You will receive the same product discount and points that you would normally and your monthly shipment will simply be held until the next month.

Q) Does an Override change my order permanently?

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

Q) Do overrides affect my points?

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

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.

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 your ADR order at the Walk-in Center, but handling fees may apply.

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.) There is a processing fee. That fee will be determined by your market.