

Preferred Customer Frequently Asked Questions



Preferred Customer Q&A

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Q1: What are the benefits of becoming a Preferred Customer?

A1: Preferred Customers have the following benefits:

- Access to an upline Herbalife Nutrition Distributor/Coach
- Receive communications that support product usage and special promotions to support product results and purchase loyalty
- Access to MyHerbalife website with product information, recipes, and healthy lifestyle information
- Access to MyHerbalife website to order products and personal profile information including accumulated points and status
- 30-day money back guarantee on product purchases
- Achieve higher product discounts based on points accumulated from prior purchases (subject to a maximum discount)
- No requalification required to maintain discount levels achieved
- If a Preferred Customer decides to convert to a Distributor, they will be able to qualify for higher discount levels using the points from the orders purchased as a Preferred Customer (except in the US and US territories) as well as points earned from referrals, where available

Q2: How quickly will a Preferred Customer receive their benefits?

A2: A Preferred Customer can receive their benefits once their enrolment form is signed and a Preferred Customer unique ID number has been assigned.

Q3: Is there a minimum age requirement to become a Preferred Customer?

A3: Minimum legal age restrictions may apply based on local requirements. Please refer to your Preferred Customer Application for details.

Q4: Can a Preferred Customer add their spouse to their account?

A4: Adding a Spouse to the Preferred Customer account is not permitted. The Preferred Customer may purchase product for their entire household.

Q5: Will a Preferred Customer have an Upline Sponsor?

A5: Yes. All Preferred Customers will have a Sponsor who is a Herbalife Distributor

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Q6: What happens if the Upline Sponsor of a Preferred Customer leaves the business?

A6: If the Preferred Customer's Sponsor leaves the business, their next upline Sponsor will automatically become the Preferred Customer's new Sponsor.

Q7: How does a Preferred Customer place an order?

A7: A Preferred Customer can order directly from Herbalife by placing an order directly on MyHerbalife.com, over the phone with the Herbalife Call Center or using any of the available ordering methods in their country.

Q8: Can a Preferred Customer order through a Distributor?

A8: A Preferred Customer may also order product directly from a Distributor; however, the points associated with the order will not accumulate towards the Preferred Customer's total points or next discount level.

Q9: Can a Preferred Customer purchase Herbalife product in any country?

A9: Preferred Customers may only purchase product in the country where they reside and only in the country covered by their Preferred Customer Membership agreement.

Q10. What will the process be if a Preferred Customer moves to another country that also has the Preferred Customer program available?

A10. If a Preferred Customer moves into another country where the Preferred Customer program is also available, they will need to complete a new country-specific Preferred Customer Membership agreement for the country they are moving into as some of the policies may differ by market. Their Preferred Customer ID number will remain the same.

Q11: What is the Preferred Customer qualification scale to achieve higher discounts on product purchases?

A11: Qualifications may vary by country. Please refer to your account on MyHerbalife to see the discount levels and requirements available in your country.

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Q12: Does a Preferred Customer (PC) need to requalify to keep their discount levels?

A12: Preferred Customers are not required to requalify to keep their discount levels.

Q13: Where will the Preferred Customer points be displayed?

A13: Points achieved will appear in MyHerbalife.com when you log into your account.

Q14: Is a Preferred Customer required to pay an annual fee?

A14: There is no annual fee.

Q15: When is the annual fee due and what happens if the annual fee is not paid?

A15: There is no annual fee.

Q16: Can the Preferred Customer membership be terminated?

A16: Yes, the Preferred Customer agreement may be cancelled by either the Preferred Customer themselves or by the company. To initiate the process, contact the Member Services Department via MyHerbalife.com online support or on 011 554 1000

Q17: Can Preferred Customers sell or retail product?

A17: Preferred Customers are only allowed to place orders for personal consumption and may not retail the product they purchase. If they are interested in retailing the product, they should speak to their upline sponsor about converting to a Distributor.

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Q18: Can a Preferred Customer recruit?

A18: Preferred Customers are not allowed to recruit new downline Distributors; however, in some countries, they may refer new Preferred Customers.

Q19: Are Preferred Customers able to receive compensation such as commissions or royalties?

A19: Preferred Customers are not eligible to receive any form of compensation from Herbalife, including commissions or royalties.

Q20: How can a Preferred Customer change their Upline Sponsor?

A20: Sponsor Changes are not permitted for Preferred Customers. A Preferred Customer may wait their Period of Inactivity to end and sign up as a new Preferred Customer under a new Sponsor, which will require the purchase of a new PC Pack.

Q21: What is the Period of Inactivity for a Preferred Customer?

A21: The Period of Inactivity will vary by country but is normally 180 days. This means that a Preferred Customer must be inactive (no orders placed directly with Herbalife) for a period of 180 days before they can request a change in their upline Sponsor by signing a new Membership Agreement.

Q22: Can a Preferred Customer convert to a Distributor?

A22: Yes, a Preferred Customer can convert to a Distributor. To do so, the Preferred Customer will need to purchase a Distributor Conversion Pack and complete the Herbalife Distributorship Application and Agreement.