

# Savings! REAL Savings!



## CHECK THIS OUT!

# Essential Rewards

### General

**Q: How do I sign up for the Essential Rewards loyalty program?**

1. Online through [Virtual Office](#).
2. By phone at 1.800.371.3515.

**Q: May I change the items in my Essential Rewards order and still receive all of the benefits of the program?**

**A:** Yes. You may change the items any time until 12 midnight, MT, on your processing date (which is determined by you when you enrolled).

**Q: May I make changes to my Essential Rewards order online?**

**A:** Yes. You may make changes to your Essential Rewards order online at any time. However, you will need to contact Member Services to cancel your order.

### Earning Gifts

**Q: How do I earn gifts through the Essential Reward program?**

**A:** When you automatically place consecutive Essential Reward orders, you can earn exclusive gifts. You'll qualify for these gifts when you place consecutive Essential Rewards orders for 3, 6, 9, 12, 24, and 36 months. After 36 months, you'll receive gifts after every 12 months of consecutive orders. The gift will automatically be added to your next Essential Rewards order.

**Q: If I earn a gift and then don't process an order, can I re-earn that gift?**

**A:** No, you may only earn each gift one time. For example, you might earn the 3 month gift and later cancel your Essential Rewards orders. If you start Essential Rewards again, the next gift you'll be eligible for will be the 6 month gift, not a second 3 month gift. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed Essential Rewards order should you choose to reactivate in the program.

**Q: If I already have an active Essential Rewards order processing monthly, how do I receive my gift?**

**A:** We will begin tracking members' consecutive Essential Rewards orders starting September 2016, including those who maintained active Essential Rewards orders prior to this time. This means that September is the first month for everyone to begin qualifying for Essential Rewards gifts for consecutive orders. Once a member achieves the threshold to receive a gift, it will be delivered with the next processed Essential Reward order.

### Earning Points

**Q: How many points do I earn for my Essential Rewards order?**

**A:** You will receive points based on a percentage of your PV for each Essential Rewards order. The percentage you receive depends on how many months you have consecutively placed Essential Rewards orders.

1–3 months: 10 percent of each Essential Rewards order

4–24 months: 20 percent of each Essential Rewards order

25+ months: 25 percent of each Essential Rewards order

**Q: How do I know which percentage I'm earning points at after the change in September 2016?**

**A:** All members who have previously processed consecutive Essential Rewards orders will earn points in the new system based on how many consecutive ER orders they placed prior to September 1. For example, a member who has processed 18 consecutive Essential Rewards orders will be at the 20 percent level. An individual who has processed 28 consecutive Essential Rewards orders will begin at the 25 percent level.

**Q: Is there a minimum PV for my order?**

**A:** Yes. Your monthly order must be at least 50 PV.

**Redeeming Points**

**Q: How do I redeem my reward points?**

**A:** You may redeem your points by contacting Member Services at 1.800.371.3515.

**Q: How many points may I redeem each month?**

**A:** You may redeem up to 350 points each month.

**Q: If I cancel my Essential Rewards order, do I lose my points?**

**A:** If you cancel your Essential Rewards order, you forfeit all of your unused Essential Rewards points. Your monthly participation in the program, if resumed, starts over at the 10 percent tier.

**Q: Do I retain points earned for returned products?**

**A:** You will forfeit any points earned on products that you later return.

**Q: How soon may I redeem points that I earn?**

**A:** You earn points the minute your order is shipped. You may redeem points any time after you have participated in the program for two months.

**Q: When redeeming my points, do I go by the dollar amounts or the PV amounts in the price list?**

**A:** When redeeming Essential Rewards points, use the PV amount rather than the dollar value. For example, if you have 50 points, you may redeem them for any product with a PV value up to 50. Points may only be redeemed for products with full PV values.

**Q: May I use my points for promotional products, such as discounted items?**

**A:** You may buy any regularly available products at regular price as part of your Essential Rewards order, but you will not receive the discounted pricing if the item is part of your Essential Rewards points order. Some promotional items may not be available for purchase at all using Essential Rewards points. Contact Member Services at 1.800.371.3515 if you have questions about specific items.

**Q: Do my points expire?**

**A:** Yes. Unused points expire on a 12 month rolling basis, meaning that they expire 12 months after they were earned.

**Shipping**

**Q: How do I get the \$6.98 flat shipping rate?**

**A:** All Essential Rewards orders that weigh up to 5 pounds and are shipped ground within the U.S. or Canada qualify for the flat shipping rate (\$6.98 U.S./\$9.75 CAN). Heavier orders are priced at an additional \$0.63 U.S. for each additional pound thereafter (in the continental U.S. and for FedEx Ground shipping only). Orders shipped to Alaska and Hawaii ship for a \$12.50 flat fee for the first 5 pounds and \$1.25 per pound thereafter (FedEx 2Day air only). For international shipping, please contact Member Services.

**Q: May I select other shipping methods?**

**A:** Yes. However, the \$6.98 flat shipping rate is available only on orders shipped using FedEx Ground (the \$12.50 rate applies only on orders shipped FedEx 2Day air to Alaska or Hawaii).

**Q: May I use my Essential Rewards points to pay for my shipping costs?**

**A:** No. Points may only be redeemed for products with full PV values.

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