

# SEACRET™

## BLACK FRIDAY | FAQs

### **General Black Friday Questions**

#### **Q: When is Black Friday?**

A: Black Friday begins at 12:00 AM Midnight (Arizona/Mountain Time) on 11/25/2016 and ends at 11:59 PM (AZ/MT).

#### **Q: How does Black Friday pricing work?**

#### **A: ON BLACK FRIDAY, EVERYONE SHOPS LIKE A VIP!**

- **FREE shipping and an ADDITIONAL 35% off when your Customers spend \$99 or more; *THAT'S A SAVINGS OF UP TO 75% OFF RETAIL! \****
  - *Customers must place an order for \$99 at discount price to receive 35% discount and free shipping*
  - *35% discount and free shipping will be applied automatically at time of checkout*
  - *Cart subtotal (after discount is applied) must total \$99 or more at the time of checkout for free shipping to be applied.*
- **Agents** will receive an ADDITIONAL 25% off Agent pricing plus free shipping when you spend \$99 or more.
  - *Agents must place order for \$99 at discount price to receive free shipping.*
  - *25% discount will be applied automatically at time of checkout*
  - *Cart subtotal (after discount is applied) must total \$99 or more at the time of checkout to receive free shipping*
- **Agents and Customers** will receive **promo codes by December 1** for purchasing the following on Black Friday:
  - *Spend \$250 - \$499.99 and get \$50 off your December order of \$100 or more*
  - *Spend \$500+ and get \$100 off your December order of \$200 or more*

#### **Q: Which countries are participating?**

A: The United States, Canada.

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### Q: Which are the Holiday Gift Set SKUs?

A: Please refer to the chart below for Gift Set SKUs:

#### USA

SD400820-16	SD400780-16	SD400781-16	SD400782-16	SD400790-16	SD400770-16	SD400810-16
The Eyes Have It	Fancy Face - <i>Light</i>	Fancy Face - <i>Medium</i>	Fancy Face - <i>Dark</i>	Spa Retreat	Seacret for Men, The Perfect Shave	Healthy Hair

#### Canada

SC400820-16	SC400780-16	SC400781-16	SC400782-16	SC400790-16	SC400770-16	SC400810-16
The Eyes Have It	Fancy Face - <i>Light</i>	Fancy Face - <i>Medium</i>	Fancy Face - <i>Dark</i>	Spa Retreat	Seacret for Men, The Perfect Shave	Healthy Hair

### Q: How do I submit my Black Friday orders?

A: Please submit all of your orders online to ensure they are processed in an efficient and timely manner. Order forms may also be submitted electronically by collecting the information from your Customers in advance, and entering them into your Backoffice.

### 3 WAYS TO SHOP ON BLACK FRIDAY

Visit our website and scoop up incredible Black Friday deals like our exclusive Holiday and Black Friday Gift Sets wrapped in beautiful, Limited Edition packaging.

#### How to Shop:

*Your Customers can...*

1. Shop on our website, simply provide your ID to get credit for the order
2. Shop on your replicated website, send them a link!
3. Provide you with their orders one week in advance.
  - a. Track your orders using our Black Friday order form, available on November 18. On Black Friday, just log in to your Backoffice and enter the orders on behalf of your Customers.

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### **Q: Can I place multiple orders?**

A: Yes! Place as many orders as you like. Place your orders early, quantities are limited.

### **Q: Does an Agent need to be Active to take advantage of Black Friday deals?**

A: No, all Customers and Agents are eligible to take advantage of the savings. Inactive Agents may still purchase Holiday and Black Friday Gift Sets at the VIP price.

### **Q: Will Black Friday orders make me active?**

A: Only if the order is 35 BV or more. To be considered Active, an Agent must do one of the following:

1. Close each week with 200 TPV
2. Have 4 Active VIP/Elite Customers
3. Place a 35 BV order every 4 weeks
  - An easy way to accomplish this is to have a recurring Replenishment Order scheduled every 30 days.
  - An Agent must have a replenishment scheduled in the 5th week following their previous purchase in order to be active when they enter that week.

### **Q: What if I can't place my orders on time? Can I still qualify for deals or promotions?**

A: Unfortunately, Black Friday deals are only available during the times listed above. In addition, Black Friday promotions and contests are only available during the above times as well. At 12:01 AM Arizona/Mountain Time on 11/26/2016, prices will revert to normal pricing. Gift Sets will still be available through 12/31/2016, but they will no longer be offered at Black Friday pricing.

### **Q: When will Black Friday orders ship?**

A: Standard order fulfillment times apply for Black Friday orders and will be packed and shipped as quickly as possible. However, due to high shipping volumes during the holiday season, please be prepared for minor delays in delivery times. As always, Agents and Customers will receive a confirmation email with tracking information once the order ships.

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### **Returns and Exchanges**

#### **Q: What is the Return/Exchange Policy for Black Friday orders?**

A: All Black Friday sales are final unless the product is damaged or defective. If you receive a product that is damaged or defective, please contact Customer Care at (877) 680-9622.

*If damaged, please send a picture to [support@seacretdirect.com](mailto:support@seacretdirect.com) within 10 days of receiving your order.*

#### **Q: If all Black Friday sales are final, does this apply to Enrollments, too?**

A: No. Only Black Friday and Gift Set sales are final. Starter Sets will be available upon enrollment at regular Agent pricing, however will not be discounted or available for al a cart shopping. Also, as our Replenishment option will not be available, new Agents will need to set their Replenishments after Black Friday.

#### **Q: Are there limited quantities?**

A: Yes, our Gift Sets are only available in limited quantities. To ensure your order processes and you receive your Gift Sets, we encourage you to order online and order early.

### **Product Credit**

#### **Q: Can E4, Wallet Credit or any other product credit be used by Agents on Black Friday?**

A: No credits of any kind will be allowed on Black Friday products. However, Agents will still accrue E4 credit and PC Pool shares from eligible VIP/Elite Customer orders.

### **Hosting WOW Parties**

#### **Q: Can I close a WOW Party or add a Party ID to an order on Black Friday?**

A: No, Black Friday orders are not able to be added to Parties, and Parties are not able to be closed on Black Friday as Hosts may not use product credit on greatly reduced items. ***This function will be disabled on Black Friday.***

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### **Replenishment and Bundle Orders**

**Q: Can I create a new Replenishment order on Black Friday?**

A: No, new Replenishments have been disabled for Black Friday. You may create a new Replenishment on Saturday, November 26.

**Q: I have a Replenishment Order scheduled to process on Black Friday, how will this be affected?**

A: Replenishment Orders that are scheduled to process on Friday, November 25 will be processed on Thursday, November 24.

**Q: Can new Customers create a Bundle on Black Friday?**

A: No, new Bundles have been disabled for Black Friday. If a new Customer wishes to become a VIP Customer on Black Friday, they may do so by placing an order for \$99 or more.

### **Leaderboard Contest – Top 20 Personal Volume Sales Leaders**

**Q: Where can I find information about the Sales Contest?**

A: A Leaderboard will be posted in your Backoffice so that you can track where you are in the standings! Log in and take a look throughout the day on Black Friday.

For details, [click here](#) to download the flyer and Official rules.

**The Top 20 Agents included on the Black Friday Leaderboard at Midnight will be the final qualifying Agents. ALL ORDERS MUST BE IN THE SYSTEM BY 11:59 PM ON NOVEMBER 25 TO BE INCLUDED. Faxed or emailed orders will not be accepted.**