



BLACK FRIDAY 2021 | Agents FAQs

GENERAL

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WHEN IS BLACK FRIDAY?

Seacret Black Friday begins Friday, November 26, 2021, at 8:00 AM MST, and ends on Saturday, November 27, 2021, at 7:59 PM MST. Refer to the list below for specific time zone details:

- November 26 at 7:00 AM PST – November 27 at 6:59 PM PST
- November 26 at 8:00 AM MST – November 27 at 7:59 PM MST
- November 26 at 9:00 AM CST – November 27 at 8:59 PM CST
- November 26 at 10:00 AM EST – November 27 at 9:59 PM EST

ARE QUANTITIES LIMITED ON EACH ITEM?

Each Black Friday Special Offer item is limited to 3 per order. A La Carte items are limited to 5 each per order.

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WHAT IS A SURPRIZE PACK?

A **SURPRIZE** Pack is a Purchase with Purchase. Customers and Agents can purchase one for \$30 USD / \$35 CAD with every \$99 VIP* or more in their shopping cart, up to 3 per qualifying order. **SURPRIZE** Packs count toward Free Shipping total and do not count toward \$49 VIP qualifying purchase level(s).

* USD or CAD

WHAT'S IN A SURPRIZE PACK?

SURPRIZE packs contain Seacret products and promotional items that you will love to have and gift! Bursting with over \$100 VIP (\$120 Retail) value in prized Seacret products and the chance to get a **BONUS SURPRIZE!** Jewelry, accessories, or gift cards are dropped into random **SURPRIZE** packs. Perhaps yours will be a lucky one!

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WHAT IF I DON'T LIKE WHAT'S IN THE SURPRIZE PACK?

There are no returns and no exchanges on **SURPRIZE** Packs. If you don't like an item, we encourage you to gift it to someone else.

DO I GET PAID ON SURPRIZE PACKS?

Yes! You receive a personal sales commission on **SURPRIZE** packs. However, **SURPRIZE** packs do not have QV/CV. Please see Black Friday Agent Price Guide located in your Back Office for further details.

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HOW DO I GET THE PRICING FOR THE STOCKING STUFFERS?

Please refer to the Black Friday Agent Price Guide located in your Back Office.

HOW DO I GET THE PRICING FOR THE LIMITED-EDITION EXCLUSIVES?

Please refer to the Black Friday Agent Price Guide located in your Back Office.

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HOW DO I GET THE PRICING FOR THE BLACK FRIDAY A LA CARTE ITEMS?

Please refer to the Black Friday Agent Price Guide located in your Back Office.

ARE LIMITED-EDITION GIFT SETS AND STOCKING STUFFERS AVAILABLE FOR SUBSCRIBE, SAVE & WIN AND CUSTOMER EASY REORDERS?

No. Black Friday offers are only available for this shopping event.

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HOW DO I SUBMIT BLACK FRIDAY ORDERS?

Please submit all orders online. Customer Care may be contacted with any technical difficulties.

HOW DO NEW CUSTOMERS SHOP ON BLACK FRIDAY?

2 WAYS:

1. **Customers can shop on the secretdirect.com website.** Provide them with your ID to get credit for the order!
2. **Send Your Customers to your replicated website to shop.** Send them your personal website link!

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WILL THERE BE AN AGENT SALES INCENTIVE?

Yes! The November Special Agent Incentives qualification period is from 12:01 AM MST on November 1, 2021, to November 29 2021 at 8:59 PM MST. Your total QV for this time period counts, PLUS Black Friday QV! Up to 2000 QV from an Agent's personal purchases will also be counted toward the sales total. Check your Back Office for a flyer with more details.

To qualify, Agent must have a minimum of 5 Customer Purchases between November 1 - November 28.

WILL THERE BE A LEADERBOARD TRACKER FOR BLACK FRIDAY?

Yes! There will be a Black Friday Leaderboard tracker available in your Back Office. Other trackers will be disabled during Black Friday to assist with server capabilities. Order Trackers will resume Tuesday, November 30, 2021.

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WHEN WILL CUSTOMER CARE BE AVAILABLE?

Customer Care will be available from

- 7 AM MST to 7 PM MST, on Friday November 26
- 8 AM MST to 8 PM MST, Saturday, November 27
- 7 AM MST to 9 PM MST Monday, November 29
- Regular Customer Care hours resume Tuesday, November 30

ORDERS

WHEN WILL BLACK FRIDAY ORDERS SHIP?

Standard order fulfillment and shipping times apply for Black Friday orders. Expedited Shipping will not be available.

As always, Agents and Customers will receive a confirmation email immediately after placing the order and tracking information once the order ships. Please keep in mind during this busy shopping and shipping season minor delays may occur by the shipping company. We encourage you to check the tracking info and call the shipping company directly with any questions.

Seacret is committed to our Agents and Customers in delivering Black Friday orders in a timely manner. We have worked successfully with our fulfillment partners to make sure orders are shipped no later than December 3, 2021 to ensure your purchases arrive before the holiday. Please allow up to 10 business days from your order date for processing, fulfillment and shipping.

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RETURNS AND EXCHANGES

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CAN I CALL IN OR EMAIL MY ORDER FORMS TO CUSTOMER CARE?

Please only contact Customer Care when you encounter technical difficulties, need assistance, or have questions.

WHAT IS THE RETURN/EXCHANGE POLICY FOR SURPRIZE PACKS?

Seacret **SURPRIZE** packs are non-refundable with no exchanges; all sales are final.

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WHAT IS THE RETURN/EXCHANGE POLICY FOR BLACK FRIDAY ORDERS?

All Black Friday orders including Limited Edition Gift Sets, Stocking Stuffers, A La Carte and **SURPRIZE** Packs are final with no returns or exchanges. 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 within 10 days of receiving your order.

PRODUCT CREDIT

CAN WALLET CREDITS, PROMOTION CODES, OR ANY OTHER PRODUCT CREDIT BE USED ON BLACK FRIDAY?

No. However, Customers will still accrue points that will be eligible for redemption of Wallet Credits on future orders.

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WILL THE \$10 VIP CUSTOMER REFERRAL CREDIT REMAIN ACTIVE DURING THE BLACK FRIDAY PROMOTIONAL PERIOD?

Yes, tell your Customers to share our Black Friday promotions with everyone! Your Customers will receive a one-time referral credit of \$10 per new Customer. Referral credits may be used as product credit towards future purchases once Black Friday ends.

COMMISSIONS

WHAT TYPE OF COMMISSIONS CAN BE EARNED DURING BLACK FRIDAY?

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- Agents will accrue Product Credit.
- QV/CV on all items except for SUR**PRIZE** Packs.
- Personal Sales Commission (WOW Bonus) on all products.
- Team Customer Bonus.
- DOB bonus.

CLUB SEACRET LOYALTY POINTS

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WILL LOYALTY POINTS BE EARNED DURING BLACK FRIDAY?

Yes! During Black Friday, Club Seacret Members will earn one bonus loyalty point for every \$1 USD spend from 7AM MST November 26, 2021 to 7:59 PM MST November 27, 2021.

CAN LOYALTY POINTS BE REDEEMED DURING BLACK FRIDAY?

No. Club Seacret Member Loyalty Points cannot be redeemed from 8:00 MST on November 26, 2021, to 7:59 PM MST on November 27, 2021.

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INFLUENCER EVENTS

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DO INFLUENCER EVENTS COUNT TOWARDS BLACK FRIDAY?

No. Influencer Events will be disabled from 11:59 PM MST on Thursday, November 25, 2021 through 11:59 PM MST Tuesday, November 30, 2021. Please close November Influencer Events before midnight MST on Thursday, November 25, 2021.

VIP CUSTOMER EASY REORDERS & AGENT SUBSCRIBE, SAVE & WIN ORDERS

I HAVE A SUBSCRIBE, SAVE AND WIN ORDER OR A VIP CUSTOMER EASY REORDER SCHEDULED TO PROCESS ON BLACK FRIDAY, HOW WILL THIS BE AFFECTED?

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Agent Subscribe, Save & Win Orders and VIP Customer Easy Reorders scheduled Black Friday will process before the Black Friday promotional period. **SURPRIZE** Packs cannot be added to these orders.

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CAN I CREATE NEW SUBSCRIBE, SAVE AND WIN ORDERS OR EASY REORDERS ON BLACK FRIDAY?

Yes! Encourage your Customers to setup an Easy Reorder and lock in our best pricing all year long. Black Friday limited edition gift sets, stocking stuffers and **SURPRIZE** packs are not eligible for future Agent Subscribe, Save & Win or Customer Easy Reorders.

AGENT ENROLLMENT

WILL AGENT ENROLLMENT BE AVAILABLE ON BLACK FRIDAY?

No, new Agent enrollments will not be available during the Black Friday promotional period.

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