

# Discover Seacret Spring 2020 FAQs



## INCENTIVES

**Q: Where can I access my Gratitude Offer Links that I receive with this promotion?**

A: Your Gratitude Offer Links are available for your first Customer by following this step: Log into Your Backoffice > My Gratitude Links.

**Q: How do I take advantage of the \$70 Product Credit with Purchase I received upon sign up?**

A: Once you enroll through Discover Seacret, within two business days you will have a total of \$70 available for use in your Seacret Wallet.

**Q: Will I be charged shipping on my Product Credit order?**

A: **For Australian residents:** Yes, you will be charged shipping on your Product Credit order, unless you have physically paid out \$99+ for products. If you have paid more than \$99+ for your products you will receive Free Shipping, otherwise you will incur a \$10 Shipping Fee.

**For New Zealand residents:** Yes, you will be charged a shipping fee of \$15 for your Product Credit order.

**Q: When will I receive the Product Catalogues?**

A: These catalogues are part of your \$70 enrolment fee. They will be shipped automatically to you upon your enrolment. Shipping times vary but you can expect them within seven days from your enrolment date.

## BUSINESS OPPORTUNITY

**Q: Which countries can participate in the Discover Seacret Spring 2020 Promotion?**

A: Australia, United States and Canada

**Q: Will I need to provide any personal information upon enrolment?**

A: Yes. Agent enrolment follows the normal business practice of collecting personal information such as full name, mailing address, phone number, email address, password setup etc. In order for Seacret to compensate you as an Independent Contractor (Agent) you will need to provide and verify your bank account details.

**Q: How do I get to the Seacret Direct App?**

A: To access the Seacret Direct App, follow these steps:

- Download the 'Seacret Direct' App from the App Store for iPhone or on Google Play for Android.
- Once you have downloaded the app, you can Login with your Seacret Agent login information sent to you in your welcome email.

**Q: How long is my enrolment as a Seacret Agent valid?**

A: The \$70 joining fee provides you with all of the exclusive Agent benefits and rewards for one year from date of enrolment.

**Q: If I decide that being an Agent is not for me, am I able to still order products?**

A: Yes, of course! You are more than welcome to reach out to our Customer Care Team, and we will assist you in switching over your account to a VIP Customer.

## COMMISSIONS

**Q: Will I be able to participate in the Kickstart Program?**

A: Yes, absolutely! We encourage all New Agents to use the Kickstart Program to help drive your business. Please see your Kickstart Guide Workbook for more information.

**Q: Where can I get support tools, resources and learn about current promotions?**

A: You can log into your Back Office through your personal Seacret Website and have access to the tools to support you as a Seacret Agent.

## DISCOVER SEACRET BONUS POINTS

**Q: Are the bonus points for the Agent Destination cumulative?**

A: Yes! So, the maximum amount of points eligible to earn is 30!

**Q: Do I need to be Active to receive the bonus points?**

A: Yes, you need to remain Active with 100 TPQV in order to qualify to earn.

**Q: How long into my kickstart period do I have to earn the additional Agent Destination points?**

A: You will have the first 5 days into the Kickstart period to hit the Missions in order to earn the additional Agent Destination points.

