

# Discover Seacret Test Drive FAQs



## INCENTIVES

**Q: When will I receive the \$100 Product credit?**

A: Product Credit will be available immediately after enrollment.

**Q: Will a shipping charge incur on my Product credit order if I have more than 5 items in my order?**

A: Yes, you will be responsible for the \$9.99 shipping charge unless you have 5 items that are paid for in the order which will qualify you for free shipping.

**Q: Will my Product Credit from the Test Drive period expire?**

A: Yes, the \$100 Product Credit will expire after your Agent Test Drive Period (first full 7 weeks from enrollment date).

**Q: Do I need to use all my Product Credit at once?**

A: No, the unused portion of your Product Credit will remain available until the end of your Agent Test Drive Period, which is the first full 7 weeks of your enrollment date .

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

A: To access the Seacret Direct App, you will need to follow the steps below:

- 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: When will I receive the Product Catalogs?**

A: These catalogs are part of your \$29 enrollment cost. They will be shipped automatically to you upon your enrollment. Shipping times vary but you can expect them within 7 days from your enrollment date.

## BUSINESS OPPORTUNITY

**Q: If I choose to remain an Agent at the end of the 7 weeks, how do I go about this?**

A: In order to remain an Agent with us, you must achieve Mission 1 in our Kickstart Program, and then your account will automatically remain in Agent status even though the Test Drive period has ended. To learn more about the Kickstart Program, please refer to the Kickstart Launch Guide in your Back Office.

**Q: If I choose to become a VIP Customer at the end of the 7 weeks, how do I go about this?**

A: If Kickstart Mission 1 is not achieved within your first full 7 weeks, then no action is needed by you. Your account will be automatically reclassified to a VIP Customer. If you achieve Kickstart Mission 1, but you would still like to become a VIP Customer, instead of an Agent, please contact Customer Care and they will be able to assist you in this process.

**Q: When I sign up to Test Drive a Seacret business, what will be the difference between my account and an Agent that didn't sign up during this time?**

A: You will have received a discounted enrollment fee, 4 product catalogs as well as a \$100 product credit. Otherwise, you will gain full Agent access and experience everything Seacret has to offer!

**Q: Which countries can participate in this Test Drive?**

A: United States & Canada

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

A: Yes. Agent enrollment follows the normal business practice of collecting personal information such as full name, mailing address, phone number, email address, password set up, etc. Federal Law requires that you provide your Tax Identification Number (TIN) in order to allow Seacret to compensate you as an Independent Contractor (Agent).

## 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: If I achieve a Kickstart Mission will this keep me active for my entire Test Drive Period?**

A: Yes! And it will also qualify you to keep your Agent account status until your first anniversary date, when a renewal fee of \$49. This renewal fee is to allow continued access to your Agent website, Back Office and Seacret Direct App, plus business administration that Seacret conducts on your behalf.

**Q: Will Agents who join the Test Drive Promo contribute to High 5 Club if they achieve a Mission?**

A: Yes! If you enroll an Agent during your Test Drive period, and your New Agent achieves a Mission, it will count towards your High Five Club.

**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.

