



# LOYALTY PROGRAM APPLICATION AND AGREEMENT

ID No.:  New  Amended

## APPLICATION INFORMATION

Applicant's Name (First Name/Middle Name/Last Name)

## LOYALTY PROGRAM SHIPPING ADDRESS

Postcode

## LOYALTY PROGRAM ORDER INFORMATION

ITEM CODE #	PRODUCT DESCRIPTION	QUANTITY	WHOLESALE PRICE

 Please ship this order (if applicable, 4Life PH staff will be in contact to take your credit card details) I will collect this order every month from the 4Life office located in \_\_\_\_\_

## SHIPPING INFORMATION

DELIVERY TIME
Two (2) to three (3) business days excluding Saturday, Sunday and Public Holidays. The delivery time starts the day after transaction is completed.

### I have read and understood the following:

After 60 days from the date of purchase, uncollected products will be forfeited and donated to charitable organizations. 4Life shall not be held responsible for any claims whatsoever arising thereafter. Replacement of products with new expiry date will not be considered.

## HOW TO JOIN THE LOYALTY PROGRAM:

- Distributors need to submit a filled-out Loyalty Program Enrollment Form or enroll on the Loyalty Program thru our website, philippines.4life.com.
- Choose a set of products that will serve as your monthly Loyalty Program Order (must be 100 LP and above)
- Choose a transaction date (shipping day) from the 1<sup>st</sup> to the 18<sup>th</sup> day of the month.
- Choose if you prefer Credit Card Payment or Office Payment.
  - For Autoship Credit Card Payments, your credit card will be charged monthly with the amount of your selected products on the transaction date you have chosen.
  - For Office Payments, 4Life Customer Service must receive the full payment amount of the selected products on or before your chosen transaction date or before the end of business hours on the 18<sup>th</sup> of the month. **NO LOYALTY ORDERS WILL BE PROCESSED THROUGH CUSTOMER SERVICE AFTER THE 18<sup>th</sup>.** If the 18<sup>th</sup> day of the month falls on a non-working day, payment of loyalty orders needs to be received on the last working day prior to the 18<sup>th</sup>.
- A distributor may only have 1 loyalty order per month.
- Once a distributor signs up for the Loyalty Program:
  - If a distributor signs up for the Loyalty Program between the 1<sup>st</sup> to the 18<sup>th</sup> of the month, the distributor may choose to place a loyalty order on the same month or the succeeding month; Except if the distributor is a new distributor for that month (with first purchase), then his loyalty order will take effect on the succeeding month.
  - If a distributor signs up for the Loyalty Program between the 19<sup>th</sup> to the end of the month, his first loyalty order will automatically take effect on the succeeding month.
- Loyalty Program orders can only be a monthly maintenance for the succeeding month, after a distributor's enrollment month.
- If a distributor wishes to make a Loyalty Program order (Office Payment), they need to send the complete order details to 4Life Customer Service.
- Distributors should setup their next month loyalty order on the Loyalty Program webpage.
- Regular online orders which are not processed under Loyalty Page are **NOT CONSIDERED AS LOYALTY** orders and will not receive a Bonus Product of the month.

## TERMS AND CONDITIONS:

A Loyalty Program order is an order placed on automatic shipment (autoship). It is an advance order that is processed and paid the next month that meets the terms and conditions outlined below:

- Distributors and Preferred Customers who participate in the Loyalty Program earn 15% back in Loyalty Points to redeem for the product/s of their choice.
- Loyalty Program orders of 100 LP or more are eligible to earn Loyalty Points.
- A maximum of 75 LP in Loyalty Points can be earned each month.
- Loyalty Points never expire, as long as you have an active account.
- Loyalty Program orders of 125 LP or more processed on or before the 18<sup>th</sup> of the month (or until the 20<sup>th</sup> for autoship orders) will include the free Bonus Product of the Month. The Bonus Product of the Month is excluded the first month a new Preferred Customer signs up; however, Loyalty Points are still awarded on orders placed during this time. The Bonus Product of the Month may be earned the second month and thereafter (when the 125 LP Loyalty Program requirement is met).
- Loyalty Program orders can be changed up to the day before the monthly ship date.
- Distributors and Preferred Customers can choose a shipping day from the 1<sup>st</sup> through the 18<sup>th</sup> day of the month for Cash and Office Payments. And until the 20<sup>th</sup> for automatic credit card payments.
- Loyalty Program orders can be deferred up to two months at a time.
- Loyalty Program orders must ship to earn Loyalty Points. Loyalty Points will be deducted for a Loyalty Program order that is returned.
- Existing Distributors and Preferred Customers may begin to redeem Loyalty Points 60 days after their first Loyalty Program order ships.
- New Preferred Customers who enroll in the Loyalty Program may begin to redeem Loyalty Points 60 days after their first 4Life product order ships.
- New Preferred Customers earn Loyalty Points on all orders placed during the first month of product purchases (subject to the defined limits), as long as the new Preferred Customer is enrolled in the Loyalty Program by the end of the enrollment month. After the first month of purchases, Loyalty Points will only be earned on Loyalty Program orders.
- Loyalty points will be credited on the second day of the following month.
- Loyalty Points have no cash redemption value and are non-transferable.
- Loyalty Points can only be redeemed for single-unit LP products.
- Loyalty Points may be redeemed through the 4Life app, on your 4Life.com account, or by calling Customer Service at (02) 8-271-1800 or 0918-845-4331.
- Loyalty Point redemptions are only shipped with the next Loyalty Program order.
- Loyalty Point redemptions cannot be returned or exchanged.
- Loyalty Points redeemed will be forfeited once Loyalty Order returns has been processed.
- A Php 213 redemption fee applies to each order where Loyalty Points are redeemed.
- Surcharges apply to Loyalty Point redemptions of certain 4Life products.
- Taxes may apply to redemption fees, surcharges, Loyalty Point redemption orders, and the Bonus Product of the Month.
- Products redeemed through Loyalty Points have no LP.
- Converting Regular Online Order to Loyalty Order is not allowed.
- You may cancel Loyalty Program participation at any time using the 4Life app, on your 4Life.com account, or by calling Customer Service at (02) 8-271-1800 or 0918-845-4331.
- A Loyalty Program participant will be automatically un-enrolled from the Loyalty Program after the completion of four (4) consecutive Loyalty Program periods with zero (0) LP. They may re-enroll at any time, and their Loyalty Points will never expire.

## CONSENT SECTION FOR LOYALTY PROGRAM

By providing my information above and by signing below, I hereby confirm that I have read the terms and conditions of this Loyalty Program and I consent the processing of any personal data provided to 4Life Philippines.

Applicant's Name &amp; Signature : \_\_\_\_\_ Date : \_\_\_\_\_

**For office use only**

All documents received are in order and checked by :

Name of CS Officer : \_\_\_\_\_ Received Date : \_\_\_\_\_