

Jeunesse Preferred Program
Jeunesse North America – United States

Program Specifics & Frequently Asked Questions (FAQ)

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Overview

The Jeunesse Preferred customer program (“Jeunesse Preferred”) is designed to attract and retain Customers by simplifying the Preferred Customer program globally. Through introducing a simple, more lucrative Customer program, Distributors will be able to financially benefit from long-term loyal Customers and Distributors. The program allows them to choose their favorite products at the best price. In return Distributors, will earn Retail Profit (RP) from Customers’ purchases and full CV on all orders.

What is Jeunesse Preferred?

A Jeunesse Preferred customer is a Customer registered on a monthly recurring order (now known as “SmartDelivery”, formerly called “Convenience Plan” or “Autoship”) who purchases product at the Jeunesse Preferred pricing.

How does it work?

- 1) Customer chooses a retail product from a Distributor’s replicated website
- 2) Once the Customer has chosen the products they want and is ready to view their shopping cart, the Customer will see an offer for “Up to 25% off Retail Pricing” if they sign up for SmartDelivery.
- 3) If the Customer selects this option, they will receive the discounted Jeunesse Preferred price.

Note: A Customer’s first Jeunesse Preferred order will replicate as their monthly SmartDelivery order. Customers have access through their Joffice™ to adjust and control their SmartDelivery and other orders. SmartDelivery orders can be adjusted until the day before the order is scheduled to process.

What is the timeline?

- The transition for the North American market will happen on March 15, 2017
- The “Preferred Customer” button will be removed from replicated websites on March 15, 2017
- Travel Points as part of the Jeunesse Preferred program will be available in March
- Latin America will launch Jeunesse Preferred in April 2017
- Europe will launch Jeunesse Preferred in April 2017
- The Asia-Pacific market Jeunesse Preferred launch date is TBD

Process for Customers

Benefits for Customers

- Best Customer pricing on **ALL** products—up to 25% off
- No sign-up or annual membership fee

- No need to collect Social Security Number or other sensitive information
- Easy, automated product orders with SmartDelivery
- Exclusive product promotions and other sneak-peeks

How do Customers enroll in Jeunesse Preferred?

Enrolling a new Jeunesse Preferred is as easy as 1,2,3

- 1) Choose a product/s from the Distributors replicated Retail site
- 2) Once at the check out, select join "SmartDelivery and get up to 25% off"
- 3) Proceed and pay for order

How does the monthly SmartDelivery work?

- The Jeunesse Preferred customer's first order becomes their monthly product order
- Jeunesse Preferred customers can change their SmartDelivery order anytime during the 30 days between orders
- If a Jeunesse Preferred customer cancels, they can rejoin and get up to 25% off retail price again

How can a Customer change their SmartDelivery plan?

Each Jeunesse Preferred customer will have their own Joffice™ where they will be able to manage their SmartDelivery.

How does a Jeunesse Preferred customer return products?

Jeunesse Preferred customer return policy is the same as the current Retail Customer refund policy.

Retail Customer Returns Guarantee. Jeunesse offers a thirty (30) day, one hundred percent (100%) unconditional money back guarantee on Products sold to all Retail Customers. Each Jeunesse Distributor shall extend this guarantee to their Retail Customers for sales made directly to their Retail Customer (face-to-face and not online).

Specialty sneak peaks

In the future, Jeunesse Preferred customers will enjoy themed product promotions, incentives and giveaway items.

Process for Distributors

Benefits for Distributors

- Unlimited, upfront Retail Profit (RP) on every Jeunesse Preferred product order
- Full CV on **EVERY** order
- Helps fulfill customer requirements to unlock bonuses
- Commissions on Jeunesse Preferred customer orders paid weekly
- Travel Point incentives
- Uninterrupted product orders with full CV
- Improved customer experience for increased longevity

How do Distributors place Customers in their tree?

The Distributor can decide where to place a Customer in their tree by going to their Distributor profile and changing their lock placement.

The lock placement will determine if a Jeunesse Preferred customer will fall to the outside left or right.

How do Distributors get paid for Jeunesse Preferred customer orders?

Distributors will receive real time commission from Retail Profit (RP). The RP will show in the commissions report in Joffice™ and follow the regular payment process.

How do Distributors help their teams build with Jeunesse Preferred customers?

Distributors can help their teams by being able to control where they want to place their Jeunesse Preferred customers. This helps maintain the volume needed to cycle.

They can also include any Jeunesse Preferred Customer who has over 60 CV and unique information as one of the required Customers for the Leadership Matching Bonus, Customer Acquisition Bonus, Team Commissions and Diamond Bonus Pool.

How do Distributors convert a Jeunesse Preferred customer to a Distributor?

Jeunesse Preferred customers will have the ability in their Joffice™ to become a Distributor by purchasing a Distributor kit and agreeing to the Distributor terms. If a Jeunesse Preferred customer becomes a Distributor, they will be counted as a Customer until the next SmartDelivery.

What is the benefit of full CV?

With full CV on every order, volume will quickly accumulate and help the entire upline with Team volume requirements. More cycles – more Leadership Matching Bonuses and Team Commissions!

How can Distributors generate travel points through the EXPO promo?

Distributors can generate travel points for EXPO by making sure that each month they have at least two **new** Jeunesse Preferred customers who each place orders more than 60 CV and who each have unique information.

The first two Jeunesse Preferred customers = 10 travel points

Additional Jeunesse Preferred customers with orders valued at more than 60 CV = 5 travel points each

*Note: the 5 points can come from Jeunesse Preferred customers who place repeat orders.

Distributors can earn up to 30 travel points per month from the Jeunesse Preferred customer program, during the EXPO promotional months.

Who does the Jeunesse Preferred program affect?

This program could effect Get 2 Customer and Retail Customers.

“Get 2 and It’s Paid for You” Customers: The “Get 2 and It’s Paid for You” (“Get 2”) program will end on March 15, 2017. Distributors will no longer be able to register new “Get 2” Customers on their websites.

- Existing “Get 2” Customers will be able to continue receiving products under the “Get 2” program until September 1, 2017.

- If one of a Distributor's "Get 2" Customers leaves the program, the other can continue to purchase and get the same discounted pricing. Distributors will lose the "Get 2" program benefits if they no longer have two "Get 2" Customers.
- "Get 2" Customers will be switched over to Jeunesse Preferred program in September 2017.
Note: If a "Get 2" Customer wants to switch to become a Jeunesse Preferred customer before September, they will need approval from their Sponsor. Customer Service can assist Customers with this transition.

How does the Jeunesse Preferred customer program affect Retail Customers?

Retail Customers who purchase product at full retailing pricing will experience no change.

Any Retail Customer who wishes to switch from a Retail Customer to become Jeunesse Preferred can contact their Sponsor and Jeunesse Customer Service for assistance with this transition.