dōTERRA Loyalty Rewards Rules

- IPCs are **not** required to have a LRP to maintain consultant status or to get wholesale pricing.
- Consultants may order as little or as much product as they would like on one LRP order. However:
 - o Minimum 100 PV LRP is required to earn commissions.
 - o Minimum 50 PV LRP is required to earn LRP Rewards Points.
- Consultants may not have their first LRP process until the month following their enrollment.
 - o Example: If an IPC enrolls any day in July, they may not have their LRP process until August.
- The name on the credit card paying for the LRP must match the name on the account.
- Anyone other than the IPC on the account may not create a new LRP template or cancel an LRP template.
- Others may make changes to the LRP template only if they are able to verify the last 4 digits of the SSN on the account.
- LRPs may be created or changed online. However, LRP s cannot be cancelled **online.** If a consultant tries to "zero out" their LRP online, the changes will not be saved and they will continue to receive their LRP order.
- IPC's may have multiple LRP s process within the same month.
- Changes to an LRP must be made before midnight on the processing date.
- LRP s will be processed at midnight of the processing date and shipped out (or available for pick-up at Will Call) the following business day.
- LRP's **cannot** be picked up or shipped out early! We must receive payment for the product before it is picked up or shipped out.
- Once an LRP template is created, the same order will continue to process every month unless changes are made to the LRP or it is cancelled.
- Consultants may change the items, processing date, shipping address, shipping method, and payment information on their LRP by:
 - Calling Member Services
 - Going to Virtual Office and making changes
- Member's may not "skip" a month or put their LRP "on hold" for any reason. If they do not want to receive an LRP for one or more months for any reason, we must cancel the LRP.
- Cancelling their LRP will remove all LRP Reward Points*. If they cancel and then restart their LRP, they will have to begin accruing LRP points at 10%, no matter how long they were on LRP previously.
 - o *If they have multiple LRP templates and still have at least one active template, this does not apply.
- Preferred Customers may sign up for LRP. They may also earn LRP points to be used towards free product.
- Retail Customers are not eligible to participate in the LRP program.
- Earning LRP Points:

- o Minimum 50 PV LRP required
- LRP points available for use 60 days after they begin LRP
- You may not earn more than 100 LRP points in one month.
- o LRP Points expire 12 months after they have been earned.
- LRP points are earned on the PV amount for the LRP order, not the dollar amount.

Months 1 to 3	Months 4 to 6	Months 7 to 9	Months 10 to 12	Months 13+
10%	15%	20%	25%	30%

- o LRP points have no cash redemption value and are not transferrable.
- o Products purchased with LRP points are not available for resale.
- LRP points are not available to view online. To find out point balance, member must call Member Services at 1-800-411-8151
- \circ LRP orders can be set to ship any day between the 1st and the 28th of the month.
- LRP Point redemption orders cannot be placed online.
- Using LRP Points
 - LRP points will be posted when monthly commissions are run for the month.
 This will be close to the 15th of the month following the LRP order.
 - Once the points have posted, they can be used.
 - o There is a \$3 redemption fee for every 100 LRP Point Redemption order.
 - 100 LRP point order = \$3
 - 200 LRP point order = \$6, etc.
 - Points may not be used towards this fee
 - An account credit may be used towards this fee
 - o Applicable shipping will be charged as well.
 - Points may not be used towards shipping
 - An account credit may be used towards this fee
 - LRP points may only be used towards product with full PV, meaning the PV for the product is equal to the wholesale dollar amount.
 - Items that cannot be ordered with LRP points include:
 - Diffuser
 - Essential oil or enrollment kits
 - Business tools or sales aids
 - You may not order more items than you have LRP points for and pay the difference. Unfortunately, point orders only allow us to process payment with points.
 - LRP point orders will not be shipped with an LRP order. They are different order types and will be sent out separately.

o LRP Point redemption orders have no PV.