

## **‘Refer a Friend’ Referral Program FAQ**

### **Who is eligible to participate in this program?**

All active customers and Consultants are eligible to participate in this program. Offers and credits are applicable to customers with new accounts who are making their first purchase only. You must have an account to receive credit for your referrals. All orders must have a minimum purchase of \$44.95 to earn or redeem. Code not valid on Smart Subscribe recurring orders.

### **How does the ‘Refer a Friend’ referral program work?**

When you enter your email, retrieve your link and share your referral link via email, social media or even text, you will give your friends, family and customers \$10 off their first purchase. Once their order is complete, you’ll receive a \$10 off code via email to apply during your next purchase. Your referral link can also be found at either your Zurvita dashboard or at checkout.

### **How many times can I share my link?**

As many times as you want! The amount you can give and get are unlimited.

### **Where can I see how many credits I’ve received?**

Once a referral order is complete, you will receive a \$10 off code via email to apply during your next purchase. You can also view a summary of your total offers and credits in your Zurvita.com account dashboard.

### **How long will this program be available?**

Our referral program is currently available starting February 08, 2021 for a limited time only. However, the earned \$10 off credits will have a 90-day expiration.

### **How can I share my link?**

Your referral link is available to be shared via email, social media or text. Simply choose from the ‘Refer a Friend’ menu to share directly via email, to your Facebook page, or copy and paste your link wherever you choose to share it.

### **Can I post this link to my other social media accounts?**

Yes. Simply choose your platform then copy and paste your link into your bio, caption or post! Anyone who clicks your link will automatically be brought to your Zurvita site and will qualify for \$10 off their first purchase.

## **What happens if I forget or misplace my referral link, can I just sign up for a new one?**

Your referral link is attached to your personal email address and may not be duplicated via a different email address. If you cannot locate your referral code via your initial confirmation email sent, you can locate it in your Zurvita.com account dashboard. If you still cannot locate it please contact Zurvita Customer Service at (844) 987-8482 or [hereforyou@zurvita.com](mailto:hereforyou@zurvita.com).

## **If a customer or Consultant has purchased in the past but is currently inactive or cancelled, can they still use the \$10 credit?**

Customers with an inactive status can not use the \$10 credit for their purchase but they can refer friends and earn that way once their friends use it! However, those that are on a cancelled status (no activity in the last 12 months) can use this to come back and reengage with us.

## **If I'm in the United States and my customer or Consultant is in Mexico, are they still eligible to qualify for the \$10 off?**

Yes. Everything will still be the same for your customer based in Mexico, and they are still eligible for \$10 off. The system will automatically convert the \$10 USD into Mexican pesos.

## **Does this count for G3?**

Yes. However, please keep in mind the G3 rules still apply and all orders must have a subtotal of \$44.95 after the \$10 off code is applied in order for it to count toward G3.

## **Can I enroll new Consultants with the Refer a Friend program?**

No, the program is only applicable to **new** Retail or Preferred Customers and can not be used to enroll new Consultants. New Consultants can share their referral link to share with their prospects and earn credits for their referrals.

## **When using the Refer a Friend credits, will my BV or CV be impacted?**

No, the CV and BV earned from product purchases is not impacted nor reduced. That's right, You will receive full BV and CV!

## **Can I redeem more than one \$10 code at a time? If not, can my credits be transferred?**

No, you can only redeem one \$10 credit per order. The \$10 credits are unique to the person who shared initially and can not be transferred. You have 90 days to use them.