

VIP PERKS PROGRAM

FREQUENTLY ASKED QUESTIONS

Q: How do I join the VIP Program?

A: You can join the VIP Program for a one-time fee of **\$19.95 for Preferred Customers** or **\$14.95 for Consultants**, and immediately unlock more savings as well as start accumulating loyalty points. Every time you make a purchase, your points will add up! You can use your points to redeem awesome rewards and get access to exclusive members-only perks and benefits.

Q: What are the VIP Perks? What's included in my fee?

A:

VIP & LOYALTY PERKS	
	Loyalty Points - Earn up to 1.5 points per dollar spent on all product purchases
	Birthday Gift
	Travel Assist Program
	Early Access to Promotions & Flash Sales
	Special VIP Exclusive Promotions
	Access to G3 Program Share the Love: Get 3 and earn Products for Free*
	Free Samples / Products Opportunities
	Exclusive Seasonal or Limited-Edition Products

* G3 Program: When you Get 3 Customers to enroll or renew a \$56.95+ purchase within a calendar month, you can earn up to a \$60 credit towards your own Smart Subscribe order!

Q: How do I accrue Loyalty Points?

A: The points you earn are based on your tier level and determine the number of points you get for every dollar spent. That includes Smart Subscribe orders as well as one-time orders purchases (excludes Starter Paks, Apparel Store, Tools, Merchandise). The longer you keep your active subscription the bigger the rewards and the more points you earn!

ACTIVITIES	Points Earned
VIP Welcome Bonus	30
For Subscribing to SMS†	50
For Writing a Review (1 review per Zurvita product)	50
Connect with us on Instagram	20
For Completing 1 Year of Smart Subscribe Orders while being a VIP member	1,000
Tier 2 (Ruby) Upgrade Bonus	150
Tier 3 (Diamond) Upgrade Bonus	200
Download and use the Z-Mobile app	75

In addition to other ways of earning points.

† SMS for US/PR Phone Numbers ONLY






VIP PERKS PROGRAM

FREQUENTLY ASKED QUESTIONS

Q: VIP Tiers and Points – how to get in – how to upgrade?

A: Your minimum Smart Subscribe order must be \$56.95 or over to qualify to move up in levels.

Your point accrual includes Smart Subscribe orders, additional purchases, regardless of if you're on a Smart Subscribe or not (EXCLUDES Starter Paks and non-product purchases—Apparel Store, Tools, Merchandise).

Level	Requirement	Points Level
 Emerald	1-3 months of consecutive Smart Subscribe Orders	Earn 1 point per dollar spent on product purchases
 Ruby	4-6 months of consecutive Smart Subscribe Orders	Earn 1.25 points per dollar spent on product purchases
 Diamond	7+ months of consecutive Smart Subscribe Orders	Earn 1.5 points per dollar spent on product purchases

Q: Are Starter Paks included?

A: No, Starter Paks do not count toward points.

Q: What happens if my Smart Subscribe is skipped or does not go through - will I still accrue my points?

A: As long as there is a transaction, yes! If you make an additional purchase for the month through your “Customer Portal” yes, you will still accrue points. However, if there was a skipped or missed consecutive month of a Smart Subscribe order, you would lose your achieved level as that is determined by the consistency of orders.

Q: What happens if my account goes into “cancelled” status?

A: To continue to get perks, discounted pricing etc., you have to re-enroll. If you want to continue as a VIP member, you must pay the VIP fee again in order to participate.

Q: Do my accrued points expire?

A: Yes, after one year your points will expire.

Q: What is the pricing structure for VIP?

A:

Customer/Consultant Type	Savings/Discount
Regular Price	-
Preferred Customer	10%
VIP Customer	15%
Consultant	20%
VIP Consultant	25%

Q: What is included in the Travel Assist Program perks?

A: The Travel Assist Program is an exclusive perk fully funded by Zurvita and included exclusively for Consultants and Preferred Customers actively enrolled in the VIP Program with an active Smart Subscribe order. Learn more here: <http://www.travel-assist-terms-and-conditions.com/>



VIP PERKS PROGRAM

FREQUENTLY ASKED QUESTIONS

Q: What does the G3 perk include? How does it work?

A: This program will continue and will be merged with the VIP Perks Program. There are adjustments to the current G3 program that will provide for a streamlined way to maintain these perks going to the super fans and true VIP!

“Every month you Get 3 Customers to enroll, renew or any combination of the two, with a \$56.95+ purchase you can earn up to a \$60 credit towards your own Smart Subscribe order!”

Q: What happens if I am not a VIP, can I qualify for G3 Program?

A: The new G3 Program is an exclusive perk only accessible to active VIP Customers and Consultants. You can upgrade to VIP at any time and enjoy the perks!

Q: Can I use my points as partial payment of my order?

A: Please note only products are redeemable via points and **CANNOT** be used in conjunction with any other payment method.

Q: I have been a Preferred Customer and/or a Consultant on a Smart Subscribe for a while, do I have to pay to get the benefits?

A: Preferred Customers and Consultants that have completed a successful consecutive Smart Subscribe order during February, March and April, or enrolled with a Starter Pak in February and have had a Smart Subscribe in March and April; will be automatically grandfathered and upgraded to VIP Program. We will waive the enrollment fee and they can start benefiting from these perks instantly!