



Frequently Asked Questions

PartyLite Preferred Program

1. What is PartyLite Preferred?

PartyLite Preferred is an online loyalty program designed to help Consultants strengthen their businesses by developing long term relationships with their Customers. Members of PartyLite Preferred earn rewards, receive special offers, secret sale notices, and more via email.

2. Who can join PartyLite Preferred*?

Any Customer can join PartyLite Preferred before, after or during a Party by simply creating an online account, and checking the box to join Preferred. Any Customer who places an order at a Party or online can join PartyLite Preferred, and earn rewards on their very first purchase!

****PartyLite Consultants and household members of active PartyLite Consultants are NOT eligible to join PartyLite Preferred. Household members are identified by physical address.***

3. What are the benefits?

Preferred members earn 15% rewards on every personal purchase they make at a Party or online. Other special offers like access to secret sales, sneak peeks to new collections, and additional discounts on PartyLite products are offered from time to time.

4. Can rewards be redeemed at a Party?

No. Rewards can be redeemed only online for individual orders not tied to a Party.

5. Can rewards be redeemed with other coupons and discounts?

No. Rewards coupons cannot be combined with any other coupon offers and can only be applied to full price items. Rewards cannot be redeemed for discounted, special sale or online outlet items.

6. How do my Customers join?

Joining Preferred:

Before or during a Party: Customers can open an account prior to placing an order by opening an online account on their consultant's website and checking the box to join Preferred.

After a Party or Online purchases: Party Guests must provide an email address when making their purchase, shopping online, or when they attend a Party. Customer email addresses must be entered when the order is entered in Show order entry on the PartyLite Business Center. Once the Party is submitted, an email, welcoming the Guest to join PartyLite Preferred will be sent automatically. Instructions as to how to join PartyLite Preferred are included in that email.

IMPORTANT!

Every Customer must activate his/her PartyLite Preferred account by accepting the Terms and Conditions of PartyLite Preferred online through a Consultant website. Household members are identified by physical address.

7. What if my Customer misses the email, accidentally deletes it, ignores it, or if it ends up in her spam or junk folder?

Don't worry! – He/She will be sent a reminder email monthly. **Plus** – He/she can still activate her account simply by visiting your website and logging in or creating an account using the email address he/she used with the qualifying order! They simply need to check the box to Join PartyLite Preferred.

(Visit the Learning Center for a step by step view of what your Customers will see when they activate their account!)

8. What if my Customer wants to join, but doesn't want to opt in for email (Candle Connection) from me?

PartyLite Preferred is an online loyalty program that requires its participants to be opted in to receive email (Candle Connection) from a Consultant.

IMPORTANT!

If a Customer decides to opt out of receiving email (Candle Connection), his/her PartyLite Preferred account is automatically closed. Customers who opt out of receiving email (Candle Connection) are presented with the following notice on the website page that opts them out, encouraging them to continue to receive email communications.

IMPORTANT NOTICE FOR MEMBERS OF PARTYLITE PREFERRED!

PartyLite Preferred is an online program. Participants MUST be opted in to receive email from at least one PartyLite Consultant in order to be in the program. If you opt out of all communications from all Consultants, you will be opting out of the program, and you will not receive an invitation in the future (even if you place a qualifying order).

9. Why do Preferred members have to designate a Primary Consultant?

Customers could have one, two or more Consultants they purchase from. To be a member of PartyLite Preferred, a Customer can only receive rewards, special offers, and other communications from ONE Primary Consultant. A Preferred member may purchase at different Parties from different Consultants, on different Consultant websites and earn rewards on every order she places, but she will only receive Preferred program related communications from her Primary Consultant. (e.g.: Rewards notifications, secret sale emails, etc...) These emails will link the Preferred members to their Primary Consultant's website.

10. So – if one of MY Preferred Customers attends and purchases PartyLite at a Party with a different Consultant, she is still MY Preferred Customer?

That's exactly right! She may be that other Consultant's "Customer" too, but YOU will remain her Primary Consultant, and she will remain YOUR Preferred member. The order she placed at that Party will earn her rewards, but because you are her Primary Consultant in the PartyLite Preferred program, her rewards will come from PartyLite and will link her to YOUR website.

IMPORTANT!

**Customers have the ability to change who their Primary Consultant is at any time!
Your outstanding Customer Service and connection to your Customers will ensure that they will stay with YOU!**

11. When PartyLite Preferred Rewards are redeemed, how will this impact my profits on the Order?

Great question! You will be paid profits on the amount purchased after the Rewards have been applied. For example, if your Customer's Total Purchases are \$80.00 before taxes and shipping, and the value of their Rewards that they redeem are \$50.00, you will be paid profits on the difference of \$30.00.

12. When PartyLite issues "PartyLite Preferred members Only Promotions", will I be paid profits on these amazing deals?

Absolutely! Although these Promotions are greatly priced, you as the Consultant will still earn Profits on the Order.

13. Are Customers allowed to redeem their Rewards on “PartyLite Preferred members Only Promotions”?

Unfortunately, no. Rewards can only be redeemed towards full price products.

14. Help! My Customer placed an order online on my website and skipped over the screen to join PartyLite Preferred! Can she still join?

Absolutely! – If she skipped over the option, accidentally closed the pop-up window inviting her, if she didn’t see it, or if her computer froze on her, she will still have an active invitation to activate her account and join the Preferred program. She will receive a reminder email, asking her to activate her account, or – she can simply follow the steps of logging in or creating an account through your website and checking the box to Join PartyLite Preferred!

15. My Customer placed an order online on my website two months ago without joining PartyLite Preferred. She now wants to join; can she receive rewards for her previous purchase?

Yes! Customers who place an order on your website, have provided their e-mail address, and have opted in to receive Candle Connection will earn rewards whether or not they have enrolled in PartyLite Preferred. They can only redeem their rewards by activating their membership by creating an online account on your website, and checking the box to Join PartyLite Preferred.

IMPORTANT:

Preferred Rewards are calculated, awarded and posted into member’s accounts on the first day of the month after at least one item from their order shipped in the previous month. Rewards expire 90 days after they are “awarded”, not based on the date your Customer activates her account. The expiration time is 11:59pm ET on the date the reward expires.

16. I have a customer who placed an order for \$50 and paid for it with a \$25 Gift Certificate. She only received \$3.75 in Preferred Rewards. Shouldn’t she have received \$7.50 in Preferred Rewards, (15% of her \$50 purchase)?

No. Preferred Rewards are calculated and awarded based on the value of the order AFTER discounts, coupons, special sale incentives PPCs and Gift Certificates are applied. Rewards are also not calculated on Shipping and Handling fees.

17. How does Taxes and Shipping & Handling work on orders where Preferred Rewards are redeemed?

Frequently Asked Questions

Taxes on your Customer's Order is based on the amount owing **AFTER** the Preferred Rewards are redeemed. Shipping & Handling on your Customer's Order is based on the value of the order **BEFORE** the Preferred Rewards are redeemed.

18. My Customer can't locate her rewards email and doesn't know when her rewards are set to expire!

Your Customer can simply visit your (or any Consultant) website, login using the email address tied to her Preferred member account, and visit the My Account section on your personal website. On that page, she will see the rewards she has available to use, and the date they are set to expire. If she has multiple rewards codes, each will be listed separately with the expiration date for each noted. She can choose to use one or all on her online order. You can also visit the Preferred Tab in the Contacts and Leads section on the PartyLite Business Center to see when her rewards are expiring, and the value of the rewards she has available to redeem. In addition, PartyLite will send a Candle Connection email to your Preferred Customers at the end of each month to urge them to check their rewards and redeem them before they expire.

19. My Customer has \$57 in rewards, but is only spending \$50 on her order. Can she use the difference to pay for the Shipping and Handling charges for her online order?

Unfortunately, no. Rewards can only be redeemed for the full price products in her order, and cannot be redeemed for Shipping and Handling charges. She should add at least \$7 more in full price items to the order, or she will have to forfeit the \$7 balance.

20. A Customer just phoned me and said she is unable to redeem her \$25 Preferred Rewards on her online order! She is purchasing \$100 in the online outlet! Why can't she use her rewards on this order?

Preferred Rewards are redeemable only on list price/full price items on your website. Rewards cannot be redeemed on sale items, temporary or permanently discounted items, or online outlet items.

21. My customer has earned more than one reward; can she use them on the same online order?

Yes, rewards can be combined and used toward the purchase of full-price items. Rewards coupons cannot be combined with any other coupon offers, or redeemed for discounted, special sale or online outlet items.

22. Question! – A Customer of mine just activated her account on my website today, but her rewards in her account are set to expire tomorrow! She isn't happy! – What do I tell her?

Rewards are “awarded” on the first day of the month after at least one item from their order shipped in the previous month, (and regardless if your Customer activated her account or not). Rewards expire 90 days after they are “awarded”, not based on the date your Customer activated her account.

23. Help! – My Customer accidentally opted out of email and closed her PartyLite Preferred account when she meant to just change her email address! How do I reinstate her? She had rewards that now don't show up when she looks at her My Account on my website! What do I do?

Her rewards are still active until they expire. She can simply reopen her account by logging into My Account on your website, and checking the box to Re-enroll in PartyLite Preferred. Her rewards will be visible after her membership is reinstated.

IMPORTANT!

Customers will not earn rewards against any purchasing activity that occurs during the period of time they are un-enrolled in the PartyLite Preferred program. Opting out of Candle Connection or PartyLite Preferred flags the account as "do not contact through e-mail at customer's request". Since PartyLite Preferred is an online only program, the system will not recognize the activity of anyone who has personally opted out of receiving e-mail communications or the PartyLite Preferred program.

24. Help! – My Customer closed her PartyLite Preferred account. She had rewards that now don't show up when she looks at her My Account on my website! What do I do?

Even though she can't see them – the rewards are still redeemable. She can place an order online and enter the code in the promotion code box at checkout. She will need to contact you, her Consultant, to get the reward code from Consultant Services. When reviewing the Rewards Expiration Date, the date format is MM/DD/YYYY.

IMPORTANT! -

Contacting Consultant Services for a rewards coupon # should be an exception, used only in cases such as this. Active Preferred members can always access their reward coupons through any Consultant website and view them in the “My Account” section online or in their online shopping cart – WHEN THEY ARE LOGGED IN.

25. I have a Preferred member with rewards to spend who would like to become a Consultant. Will she get rewards for her starter show, “Before” she is technically a Consultant? – and will she lose the rewards she already earned when she becomes a Consultant?

Consultants are not eligible to be members of PartyLite Preferred. When a starter show is entered for a new Consultant, the Preferred account tied to the email address will be closed. The rewards he/she previously earned as a Preferred member are still eligible to be redeemed through the expiration date. But – no new rewards will be issued. It would be easiest if all rewards are redeemed prior to the starter show being entered, but if they are not, the reward code can be entered in the promotion code box on a Consultant website at checkout.

26. Will reminders be sent to my Customers before their Points expire?

Yes! An email will be sent around the 25th of the month in the month in which the Rewards are set to expire.

27. I'm a Consultant and have decided to close my business, cancel my account as a PartyLite Consultant, and cancel my eBusiness package. I'd like to become a Preferred member, and enjoy the benefits of the PartyLite Preferred program. Do I have to wait any period of time before I can join?

No. We're sorry that you no longer will be a Consultant, but we'd love to have you a member of Preferred so you can continue to enjoy PartyLite and enjoy the benefits of the PartyLite Preferred program!

28. I'm a Consultant, but I only manage my business a few months during the year, usually around the holidays, and at the beginning of the year when the Winter / Spring catalog comes out. I'd like to join Preferred so I can continue to enjoy PartyLite products on my "off months". Why can't I do that?

Active and inactive Consultants who keep their PartyLite business accounts open or eBusiness packages live throughout the year are not eligible to join PartyLite Preferred. Inactive Consultants can join 14 months after their inactive date by closing their eBusiness package and calling Consultant Services to request their Consultant Account to be closed. Consultants who close their accounts completely can join PartyLite Preferred as soon as they no longer have a business account and eBusiness package.