

Q: How does the Friends & Family Discount Program work?

A:

- Tell your friends about LifePharm products!
- Give them your Referral Promo Code and Link to use when ordering.
- Any first-time customer will receive a 25% discount off their first order. This is the same wholesale discount that IBOs and customers receive when they are on Auto-Delivery. There's no obligation to receive the discount.
- As an existing customer, you'll receive 10% of the purchase price (after discount and excluding tax and shipping) in Reward Points! Use these points toward product discount for yourself or save enough points to get your product for free!

Q: I'm an existing customer. Can I use the referral promo code on my next order?

A: The referral promo code can only be used for new customer's first-time order; therefore, you are not able to use it on any purchase if you are already an existing customer. This program is to help you share what you love about LifePharm products and bring NEW customers into the LifePharm family. If you are an existing customer and would like to save on LifePharm products, we hope you are taking advantage of our Auto-Delivery subscription program which gives you the same discount as new customer. If you are not on Auto-Delivery and would like to receive the discount benefits through the monthly automated Auto-Delivery subscription, you can set this up in your Customer Account Portal or by contacting our Customer Service.

Q: I'm an existing customer. Where can I find my referral promo code and link?

A: You can find the referral promo code and link in your Customer Account Portal, or you can contact our Customer Service for assistance.

Q: Where do new customers find their referral promo code and link?

A: New customers will receive an email from LifePharm with their referral promo code and link. They can also find the referral promo code and link in their Customer Account Portal or contact Customer Service for assistance.

Q: Is it necessary for the customer I'm referring to make a purchase using the referral promo code for me to receive my 10% in Rewards Points

A: Yes. You'll receive your 10% reward in LifePharm Reward Points on paid referral purchases. As an example:

1. New customer purchases \$100.00 in product using your referral promo code and link
2. New customer receives a 25% discount of their first order, for a total of \$75.00 pre-tax and shipping.
3. Referring customer receives 10% (\$7.50 value) in Reward Points.

Q: Do Reward Points have to be used on my next order?

A: You can choose to use your Reward Points on your next order, or you can accumulate your Reward Points and use them all together.

Q: How long does it take for my 10% to appear in my Reward Points account?

A: It can take up to five (5) business days for the Reward Points to appear in your account.

Q: Does the referral promo code work with a second or subsequent order?

A: The referral promo code will only take 25% off your first order only. It does not work with subsequent orders.

Q: What if I'm considering joining the business?

A: Are you a customer considering joining the business? That's great! The advantages and opportunities of becoming an IBO are outstanding! You'll receive commissions and Reward Points for orders and enrollments – and many other perks! Ask the representative that told you about our products or contact Customer Service and we'll put you in touch with the right person that can start you on your earning journey!

Q: Can the discounts or Rewards Points be traded in for cash?

A: This offer is for discounts only and has no cash value. Reward Points may not be exchanged for cash.

Q: Can the discounts and Reward Points be transferred to other accounts?

A: No transfer of Reward Points is permitted. Only the referring and ordering accounts are eligible for the corresponding discounts and Reward Points.