

The Preferred Customer Program started January 1, 2019

How the program works



As a Preferred Customer:

- You will receive the Preferred Customer discount of 10% off Retail price or you can get on Smartship for 15% off the Retail price and **FREE** shipping on Smartship, if the order is \$125.00 or more.
 - As a Preferred Customer (PC) - either Retail sales or Preferred customer sign-up, you will receive Preferred Customer Credit (PCC). There is no Referral Credits for the \$39.00 Preferred Membership Package.
 - Referral Credits will match the same amounts that Consultants receive for a similar Retail sale. The Referral Credits will be paid in the form of **Referral Coupons** that maybe used for future product purchases.

Referral Coupons uses:

- Referral Coupons may be used for any personal Retail purchases if you are not log in as a PC; or purchase of Preferred Customer products at Preferred Customer (PC) price by log in as a PC.
- Referral Coupons **may NOT** be used for any packages such as upgrade packages, Special & Current Promotional Sales, Smartship purchases.
- Referral Coupons **may NOT** be used for Sales Tax and Shipping Costs.
- Referral Coupons **may NOT** be given to NEW Customers, other Preferred Customers or Consultants for their purchases. **Referral Coupons are strictly for your personal uses ONLY.**

Qualifying to becoming a Consultant:

- If you want to be a Consultant with the company and build a business, you must **qualify by getting 2 Customers, which can either be Retail or other Preferred Customers sales.**
 - After the second sale is made, you **MUST** send an email to Customer Service at cs@getvibranz.com stating "that you have your **2 Customers** and would like to upgrade to a Consultant status. The email **MUST** include your 2 customers names and order numbers. You can find the information in your back office.
 - It is not required that you upgrade as you may wish to remain a Preferred Customer and not have the continuous **2 Customers** rule. You will continue to earn Referral Credit for Coupons on Retail sales on future product purchases (see Referral Coupons Uses above).
 - Upgrading to Consultant option is always available; however,
 - If you decide to become a Consultant with Vibranz the Referral Coupons **may NOT** be used to purchase an upgrade. The upgrade will either be a \$19.95 Admin fee plus \$4.95 shipping for your Consultant Manual, **OR** an upgrade package based on whatever package you previously purchased to become a Preferred Customer.
 - **Example:** 1) If you signed up as a Preferred Customer with a \$39.00 Preferred Membership Package you could upgrade with a \$19.95, \$299, \$499, \$999, or \$1,899 package under the upgrade tab on your website (Customer Service will activate your UPGRADE tab on your website once they have been informed with your email - see below in Becoming a Consultant).
 - 2) If you purchased a \$499 package to get the additional savings up front, then you could upgrade later to a \$999 package, or \$1,899 package, or just pay the \$19.95 Admin fee plus \$4.95 shipping.
 - If you had chosen to become a Consultant after your second Referral and you have paid your \$19.95 Admin Fee or bought an upgrade package, your qualifications per the package will start from that point forward.
 - **Example:** You joined as a Preferred Customer in January with the \$299.00 package and in February you get your second Referral and decide to upgrade to Consultant status. Once you purchased the upgrade - that is when your timeline for the **Consultant** benefits start. That being the additional 10% discount on products and the 30, 60, or 90 days in the rank associated with the Retail Product package or **upgrade** package you purchased.

Anyone who **was** a Consultant by close of business in December 2018 **will not** be subject to the 2 Customer rule per month, however you **MUST** remain active by keeping your annual renewal current and have a personal consumption order of at least \$100.00 each month – this will maintain your full Consultant discount status. In addition, all Consultants who wish to retain your Carry Over, there will be a minimum required 80BV (Business Volume) on a Smartship order every month. If your personal consumption order is **NOT** kept current (which could be a SmartShip order) for at least \$100.00 or there are not 2 customers for the month, then your rank will be changed to Preferred Customer status automatically. You will lose some of your discount privileges and the ability to build a business until the 2 customers rule is MET; and your annual renewal fee is current.