

## Party Guidelines & FAQ

### What Defines a Qualified Party?

A qualified Party must have a host and \$300 or more in Party Sales.

PARTY SALES	YOU EARN HOST CREDITS	YOU PAY	1/2 PRICE BONUS PRODUCT
\$900 +	\$400	\$50	4
\$800	\$350	\$45	3
\$700	\$300	\$40	2
\$600	\$250	\$35	1
\$500	\$200	\$30	0
\$400	\$150	\$25	0
\$300	\$100	\$20	0

### Party and Order Management

- We recommend all Parties be closed 45 days from the date the Party was held.
- Entering payment in full on an order signifies the order is ready to be processed. Entered orders with payment are subject to be processed by the home office, including the closing of Parties. We do not recommend entering payment on an order until your order is complete and ready to process.
- Free Sample Sets cannot be added to Party Orders.
- Once an order is placed, it cannot be transferred to a Party by the Consultant or L'BRI home office.
- Once a Party is closed, it cannot be reopened or changed in any way by the Consultant or Home Office.
- If you close a Party with known errors, please call or email Home Office immediately for help resolving the issue.

### Bookings

- In order for hosts to receive Booking Credits, the original Party and any booked Parties must be qualified and closed within 45 days of each other.
- All bookings must be entered in the original Party before closing the Party.

### Host Rewards

- Parties must be qualified to receive the monthly Host Bonus and other Host Rewards.
- Monthly Host Bonus is awarded based on the Party close date. Only Parties closed from the 1<sup>st</sup>-7<sup>th</sup> of each month have the option to choose the current or previous month's Host Bonus.
- All Host Rewards must be claimed by placing a New Host Order on a Party prior to closing the Party, which includes half-priced items, if applicable. Half-priced products cannot be ordered after a Party is officially closed.
- Basic, Intense, Anti-Aging, Blemish, and Excessively Oily Sets are not available to a host as a half-priced item.
- The \$25 Serum Specials, half-priced items, orders placed with L'BRI Credit, shipping, and tax do not count toward the total sales and calculation of Host Rewards.

### L'BRI Credit

- L'BRI Product Credits (Booking or Host) are applied to the host's account after the Party closes and expires one year (365 days) from the date awarded. Product Credits must be redeemed prior to the expiration date posted.
- L'BRI Product Credits may only be applied toward the cost of a product, not taxes or shipping and handling costs.

### Host Conversion

- If the host of a Party decides to become a consultant while their Party is still open with entered orders, the Home Office can process a Host Conversion where the orders are updated to be under the new Consultant's Party for Host Reward purposes only. A Host Conversion can only be processed on Parties that are not yet qualified.
- Booking Redemption Forms must be submitted for a Host Conversion or in a situation where another Consultant holds the booked Party.

### Show ID Override FAQs

**A customer wants to shop on my party, but when they log in, they see a different consultant.**

A customer's email address connects them to their consultant when they log into their shopping cart. When they go to the Order Details page of the shopping cart, once they type in the Party ID and click SELECT, the order will connect them to the party. The customer will notice that in the top center, the YOU'RE SHOPPING WITH will change to the Party Consultant.

**How can I have a party with a customer who already has a consultant but wants to support me?**

When creating the Party, add the customer to your customer base by adding them as a New Host by clicking the CREATE NEW HOST button. Ensure you give your host their customer ID, which they will need to log in.

<p><b>If a customer already has a consultant and shops on my Party, would I get a commission on that order?</b></p>	<p>Yes, once they enter the Party ID and click SELECT, that order will be connected to your party, and you will get commission on that order.</p>
<p><b>Helpful System Reminder</b></p>	
<ul style="list-style-type: none"> <li>L'BRI considers 11:00 p.m. (Central) the end of the day for purposes of all contest periods, promotions, incentives, orders, and Party closing dates.</li> </ul>	
<p><b>What is a Party ID Number?</b></p>	
<ul style="list-style-type: none"> <li>Every L'BRI Party has a Party ID Number, which is used to connect a customer order with a specific Party. Make sure you provide the Party ID Number to every guest to include when placing an order on a Party. When the Party ID Number is entered, the commission and Party credit will be assigned to the Consultant who is holding the Party.</li> </ul>	
<p><b>What is a Party Ordering Link?</b></p>	
<ul style="list-style-type: none"> <li>You may provide your Customer with a Party Ordering Link. When the Customer uses the Party Ordering Link to place their order, the Party ID Number is automatically populated on the order summary page. Customers will have the opportunity to verify the correct Party ID Number has been entered when reviewing the items in their cart before going to checkout.</li> </ul>	
<p><b>What if my customer places their order with the wrong party?</b></p>	
<p>In the event a customer's order is placed on an incorrect Party, Customer Care will be able to move the order to the correct Party within 7 days. Both the incorrect Party and the correct Party must still be open. The correct Party must have been set up prior to the order being placed. An order associated with a Party can only be moved one time to a different Party.</p> <p><b>Please note:</b> Customer orders can only be moved to another Party under the same Consultants. Orders cannot be moved to a Party under a different Consultant.</p>	
<p><b>What if my customer places an individual order on my website instead of putting it on a Party?</b></p>	
<p>Your customer is given the opportunity to choose to enter a Party ID Number or indicate their order is not associated with a Party when reviewing items in their cart before checkout. If a customer indicates their order is not associated with a Party, this order must remain as an individual order and cannot be transferred to a Party.</p> <p><b>Note:</b> If an order has not shipped, a Consultant or customer can choose to cancel the order, receive a refund, and then place the order towards a Party. Once the original order and payment is canceled, the new order can be placed on the Party at any time.</p>	



**I'm a New Consultant and forgot to provide a Party ID Number. What should I do?**

It's important to create a consistent habit of sharing the Party ID Number and the Party Ordering Link with your customers so they can apply their orders to the correct Party. Customer Care is committed to working with New Consultants to assist with errors. If you notice an order placed incorrectly, contact Customer Care right away, and before the Party is closed, for help.

If you need additional assistance, please contact our L'BRI home office at [support@lbri.com](mailto:support@lbri.com) or 800-742-8828.