



FAQs: \$15 New Customer Product Credit offer

What is the \$15 New Customer Product Credit offer?

This offer is being extended to new customers to encourage them to try additional L'BRI products. A postcard with redemption instructions is included with their first order and a \$15 product credit is added to their account to use within 90 days.

When is the \$15 Product Credit issued?

The \$15 Product Credit is added to the account of eligible customers within one business day from the date their first order is placed.

Do Free Sample Set orders count as a first order?

No, Free Sample Set orders do not count as a first order.

When does the \$15 new customer Product Credit expire?

New customers have **90 days** from the date of their first order to redeem their \$15 Product Credit.

How will new customers be notified about their \$15 Product Credit?

Redemption instructions are also included in a postcard which is enclosed in a qualifying new customer's first order.

New customers with a valid email address will receive reminder emails if they have not yet redeemed their \$15 Product Credit.

The first email will be sent shortly after they have placed their order. Additional reminders will be sent after 30 days and 60 days. A final reminder will be sent 7 days before the credit expires.

How long will this offer be available to new customers?

This offer will be available for new customers who place their first order from May 1 through July 31, 2023.

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How will I know which customers have credits available for redemption?

There are two ways to view and shop customer credits.

L'BRI Credit report

To view customers who have unused credit go to your Business Center | Business tab | L'BRI Credits. From here you can click on "My Customers L'BRI Credits" to view your customers with L'BRI credits.

Click on the "Balance" header in this report to sort by the dollar amount of credit your customers have. This is an easy way to view new customers who have a \$15 credit.

From here you can click "New" for your customer in the "New Order" column and you will be able to place an order for them from their shopping cart.

Customer Management tool

Select "Customer Management" from the Business tab.

To locate your customer, you can scroll down. If you have a large number of customers, we recommend using the Advance Filter to search for your customer using the First and Last name filters.

Once you find the customer you want to shop for, click "new" in the Orders column. This will take you to that customer's shopping cart.

Have more questions about a specific customer?

If you have any questions about a specific customer or order, contact support@lbri.com.