



FAQ: June 2024 New Customer Special Promotion

What is the June 2024 New Customer Special Promotion?

New Customers who place their first retail order will be eligible to receive a 10% off L'BRI Promo Code to use on their next order.

What are the dates of the June 2024 New Customer Special Promotion?

The June 2024 New Customer Special Promotion is available for new Customer orders placed from 12:00 a.m. ET on June 1 through 11:59 p.m. ET, June 30, 2024.

How are new buying Customers determined?

A new buying Customer is determined by the New Customer Information Welcome Pack (Item # WP), which automatically adds to a Customer's first retail order on their account.

If a Customer has an existing account but has never ordered, are they eligible as a new buying Customer?

Yes, if the Customer has never placed an order on their account, they are eligible as new buying customers when they place their first retail order.

How can the number of new buying customers be tracked?

From the Business Center, go to "Orders" and then click "Customer Orders." Change the filter to Item# and, type in "WP", and click Search. All customer orders with the New Customer Information Welcome Pack will be listed.

The new buying customer order must have an order date from June 1- June 30, 2024, to be eligible for a Promo Code.

When will the 10% Off Promo Code be available?

The 10% Off Promo Code will be available to use within 7 days from the order date.

When will Customers know their 10% Off Promo Code is available to use?

New Customers who are eligible for the 10% Off Promo Code will receive a postcard in their order notifying them that their Promo Code will be available to use within 7 days.

Promo codes will be processed every Friday, and Customers with a valid email address on their account will receive an email once their Promo Code is available. Consultants will also receive an email when their Customer receives a Promo Code.

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How do Promo Codes work?

Each eligible Customer will receive a unique Promo Code that matches their Customer ID number. Customers can apply their 10% off Promo Code on the checkout page by entering their Promo Code number under Payment Method and clicking “Apply.”

The Promo Code can only be applied in the shopping cart. There is not an option to enter the code in the Show Module.

When does the 10% Off Promo Code expire?

The 10% Off Promo Code will expire on 11:59 p.m. ET, August 31, 2024.

Are there any exclusions for this offer?

Free Sample Set orders are not eligible to receive a 10% off Promo Code.

The 10% off Promo Code will only apply toward the retail subtotal. Shipping and handling, tax, and serum bonus specials are not eligible to receive 10% off.

Promo Codes can only be applied once and can only be used on the Customer account they were awarded to.