



Simple Rewards Programs Q&A

Customer Rewards & Referral Rewards

Does a new Customer have to purchase through a referral link to get the 15% discount?

No. All new Customers receive 15% off their first Pure Haven purchase whether they order through a referral link or not.

Can an existing Customer make a purchase through a referral link?

Yes. All Customers can make a purchase through a referral link. However, only new Customers making their first Pure Haven purchase will receive 15% off.

If an existing Customer makes a purchase through a referral link, will the referring Customer still earn product credits?

No. The referring Customer receives product credits based on new Customer purchases only.

Who is eligible for referral rewards?

All Customers are eligible for referral rewards. Consultants are not eligible.

Where can I see how many product credits I've earned as referral rewards?

Login to your My Account at purehaven.com to see your product credits. They will appear as gift certificates in your Customer account.

Do product credits earned as referral rewards expire?

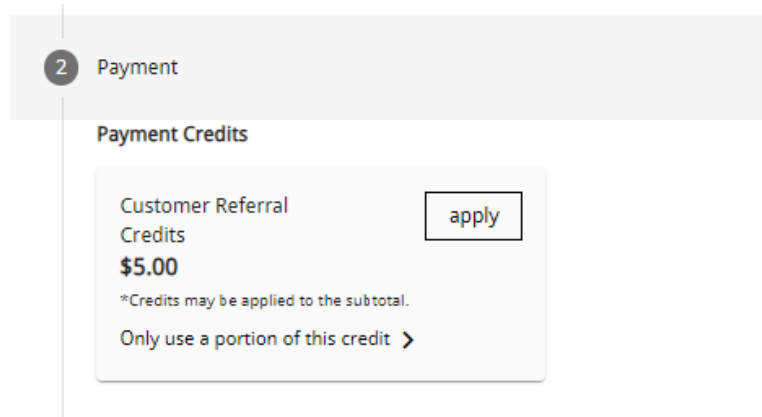
Yes. Your product credits expire 60 days from the date of issue.

How do I incorporate Customer Rewards and Referral Rewards into a Gathering?

To make the most of Customer Rewards and Referral Rewards at a Gathering, coach your Host to invite as many people as possible who are new to Pure Haven. Instruct everyone at the Gathering to order via your Host's referral link in order for them to earn product credits on new Customers and let them know that new Customers will automatically receive a 15% discount on their first purchase. Ask all guests to share their personal referral link with someone who could benefit from learning about Pure Haven and our non tox mission.

How do I apply product credits to a purchase?

During checkout, any available credits or gift certificates will be listed under #2 payment. Click apply to apply them to your order. You also have the option of using partial credits if you'd like.



Pure Member Rewards

Who is eligible for Pure Member rewards?

All Customers are eligible for Pure Member rewards. Consultants are not eligible.

Is there a fee for joining as a Pure Member?

Yes. There is an annual fee of \$24.95 for the Pure Member Rewards program.

Where can I see how much I've earned in product credits as a Pure Member?

Login to your My Account at purehaven.com to see your product credits. They will appear as gift certificates in your Customer account.

Do Pure Member product credits expire?

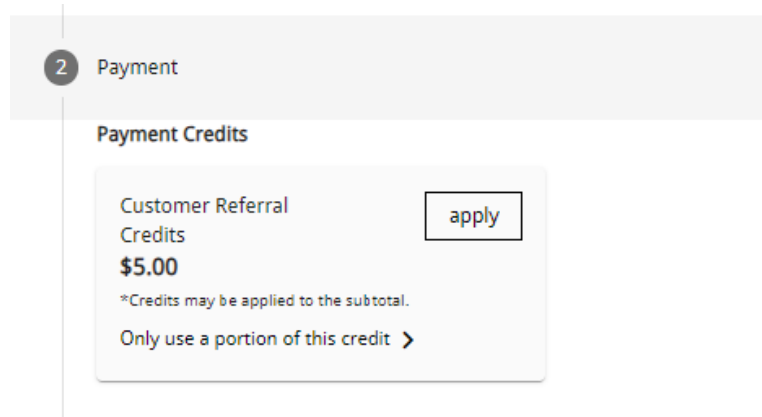
Yes. Your product credits expire 60 days from the date of issue.

When will I receive my Pure Member anniversary product credits?

Your anniversary product credits will be awarded on your anniversary date.

How do I apply product credits to a purchase?

During checkout, any available credits or gift certificates will be listed under #2 payment. Click apply to apply them to your order. You also have the option of using partial credits if you'd like.



Pure Subscriber Rewards

Who is eligible for Pure Subscriber rewards?

All Customers and Consultants are eligible for Pure Subscriber rewards.

Is there a fee or minimum purchase required for joining as a Pure Subscriber?

No. There is no fee or minimum purchase required when becoming a Pure Subscriber.

Will I receive a discount on orders outside of my subscription order?

No. Your 10% Pure Subscriber discount applies only to subscription orders.

How do I apply my Pure Subscriber discount to my order?

Your Pure Subscriber discount will be automatically applied to your subscription orders, as long as you are ordering under the same Customer ID that you used to enroll as a Pure Subscriber.

Will I receive a reminder before my subscription order is processed and shipped?

Yes. Pure Subscribers receive a reminder email or other communication from Pure Haven approximately five days prior to order processing.



Can credits be used on subscription orders?

Only credit card payments can be used on subscription orders.

Can I change the items in my subscription order and the frequency of my subscription at any time?

Changes to your subscription order must be made by the deadline outlined in your reminder communication. The deadline is typically 11:59 p.m. ET the day before processing.

What happens if I change my mind about my subscription order after the deadline?

Once your subscription order is processed, we cannot accept order changes or cancellations. If an order is returned undeliverable, you will incur a return fee. Our 60-day money back guarantee applies to all subscription orders.

Consultant Rewards

How do these enhancements affect the compensation plan?

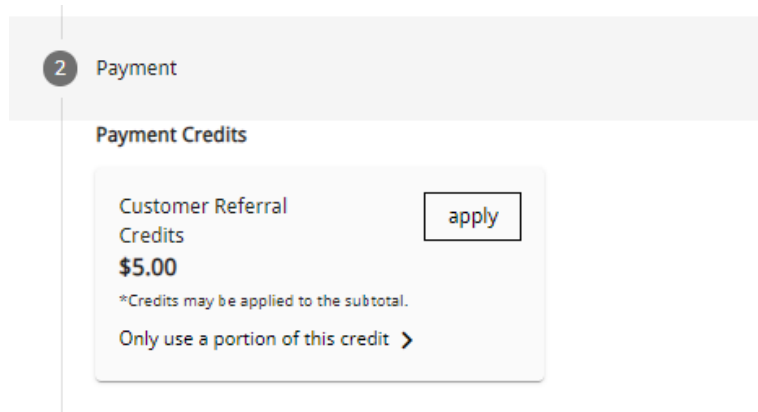
These enhancements do not affect the compensation plan at all! You will continue to earn commissions and bonuses based on product sales, as well as enrolling and coaching new Consultants on your team.

When will I receive my Consultant anniversary product credits?

Your anniversary product credits will be awarded on your anniversary date.

How do I apply product credits to a purchase?

During checkout, any available credits or gift certificates will be listed under #2 payment. Click apply to apply them to your order. You also have the option of using partial credits if you'd like.



Where can I see how much I've earned in product credits?

Login to your My Account at purehaven.com to see your product credits. They will appear as gift certificates in your account.

Can I see how much my downline team members and Customers have available in product credits?

To see how much your downline team members have in product credits, login to your back office and view the **customer** management report.

To see how much your Customers have in product credits, login to your back office and view the Customer Management report.

Do product credits expire?

Yes. Your product credits expire 60 days from the date of issue.

Will my Pure Subscribers and I receive reminders prior to subscription orders being processed?

Yes. Reminders will be emailed to all Pure Subscribers about five days prior to the date of their order processing. A reminder will also be emailed to Consultants at that time with a list of Customers with upcoming subscription orders.

Retired Host Rewards

Why was the Host Rewards program retired?

Retiring the Host Rewards program helps simplify your business and the order entering process. Without the Host Program, the party module no longer exists and entering Customer orders becomes easier than ever — you don't have to worry about putting orders into a party or closing a party. You can simply concentrate on the fun and rewards of sharing.

So, no more Gatherings?

Gatherings are still a great way to get a lot of people together to hear about Pure Haven. Anyone who hosts will now earn rewards based on the programs above. And Consultants still earn on the sales from Gatherings if they choose to hold them. Plus, you'll earn profits on all your hosts' purchases because they're not shopping with free Host Rewards.

