



FOREVER

*FOREVER LIVING PRODUCTS*

*NEW ZEALAND*

FREQUENTLY ASKED QUESTIONS

# Frequently Asked Questions

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## Becoming a Forever Distributor

On these pages you will find answers to some of the commonly asked questions about becoming a distributor with Forever Living Products New Zealand. If you cannot find an answer to your question here please ask the person who introduced you to Forever, or alternatively contact us directly by phone (09 309 2563) or email ([flpnz@foreverliving.co.nz](mailto:flpnz@foreverliving.co.nz)) and we will be happy to help.

### ***Why should I become a Forever Distributor?***

The reasons for becoming a Distributor with Forever are as varied as the people who join. Some join because they love the products and they wish to use them regularly, some join to support their friends or family who have joined, some join because they wish to have the freedom associated with building their own business.

Whatever your reasons are, we are confident you will benefit from your association with Forever.

### ***Who can become a Forever Distributor?***

Anyone can become a Forever Distributor. You just need to be over the age of 18 years

### ***How much does it cost to become a Forever Distributor?***

Nothing! There are NO joining fees, and NO annual re-registration fees. Any money you spend with Forever will be for the purchase of products.

### ***Should I get some products?***

It is sensible when you join Forever to purchase some products, both for you to try yourself AND to start sharing with others.

Forever has a number of convenient product packs to make your choice simple. Be sure to check the Touch of Forever combo box and the Super 8 combo box.

### ***What is a Sponsor?***

Your sponsor is the person with whom you join Forever. Generally this would be the person who first introduced you to Forever.

Your Sponsor is your first point of contact for building your Forever business. They are there to guide you and assist you on your way. Remember you will need a Sponsor to join Forever.

### ***How do I become a Forever Distributor?***

You can join Forever by completing a Distributor Application Form. Complete the relevant information and submit it to the Auckland Business Centre. You can also submit it by fax (09) 309 6540, or by email to [flpnz@foreverliving.co.nz](mailto:flpnz@foreverliving.co.nz).

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## Now That I am a Forever Distributor

### *What is my Distributor ID number?*

Your distributor ID number is a 12 digit number that is linked to your distributorship. It is an important number as it is used in all information processing within the Forever systems to link your orders and new distributors to you.

### *How can I order my products?*

You have several options for ordering products as a Forever Distributor.

- You can order products online at [www.foreverliving.com](http://www.foreverliving.com), log in to the Distributor Area using your ID number and password, and then proceed through the online shopping pages.
- You can order by telephone (09) 309 2563 and our customer service staff will be happy to assist.
- You can order by email. Send your email order to [flpnz@foreverliving.co.nz](mailto:flpnz@foreverliving.co.nz).
- You can order by Fax. Send your Fax order to (09) 309 6540
- You can order in person at the product centres.

### *Is there a Delivery Charge?*

Orders that are to be sent out incur a Delivery and Handling charge. This charge is currently \$8 (+gst).

### *Where is the Forever Product Centre?*

278 Manukau Road, EPSOM

### *Is there a Minimum Order amount?*

The minimum order for distributors is \$100 (+gst) of Forever products.

### *What is the product return policy?*

Forever guarantees that our products are free from defect. Should you, as a distributor, experience any product which is defective in any way just return it within 30 days of purchase for a replacement item.

### *What training tools are available?*

There are several ways for you to learn more about your Forever business.

First – your Sponsor is a valuable source of information. They will be happy to share their knowledge and experiences with you.

Second – Forever training events. Throughout the year Forever offers a variety of training events, both in person and in webinar format. Keep your eyes on the calendar of events for information about these.

Third – Forever offers a range of online training tools that are second to none. Take a look through [www.discoverforever.com](http://www.discoverforever.com) and you will likely find the education tools you are seeking.

### *What is “Active”?*

Being an “Active” distributor is an important part of building a successful Forever Business.

In order to receive things like Override bonus and to qualify for the many Forever incentives it is important that you be “Active” in your business

The Forever company policy has a specific definition of “Active”. To be “Active” you must achieve 4 Case Credits of Personal and New Distributor volume within 1 calendar month.

### *What are Case Credits (CCs)?*

Case Credits are simply a way for us to add up the volume in your Forever business. The volume in your Forever business determines things like the level you achieve in the Forever Marketing Plan and your eligibility for the many Forever Incentives.

In New Zealand, 1 Case Credit has a wholesale value of approximately NZD\$260 (+gst), and a NDP value of approx. NZD\$316 (+gst). The exact Case Credit value for any given product can be found on the Forever order form.

Case Credits do not apply to Literature items.

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## ***What is New Distributor Price (NDP)?***

New Distributor Price is the price paid by a newly registered Forever Distributor. The New Distributor enjoys a 15% discount off the Recommended Retail Price until they accumulate 2cc of personal product purchases within 2 consecutive calendar months.

After they achieve this the Distributor is entitled to purchase products at the wholesale price.

## ***What is New Distributor Profit?***

New Distributor Profit is the profit earned by the Sponsor of a New Distributor on the purchases of that New Distributor at the New Distributor Price. This equates to a New Distributor Profit of 15% of the retail value of those purchases.

New Distributor Profit is paid with the Bonus payments on the 15<sup>th</sup> of the month following the purchases.

## ***What is Personal Bonus?***

Personal Bonus is the bonus that you earn on the orders you have personally placed. Note that Retail orders placed online, where your Distributor ID Number is listed as the Referring Distributor are considered your personal orders.

Personal Bonus is calculated as a percentage of the Retail Value of your personal orders. They are calculated at the following rates:

- 5% (Assistant Supervisor level),
- 8% (Supervisor level),
- 13% (Assistant Manager level),
- 18% (Manager level).

## ***What is Override Bonus?***

Override Bonus is the bonus you earn based on the activities of your downline group. This is calculated as the difference between your Personal Bonus percentage and the Personal Bonus percentage of the downline Distributor that you sponsored.

For example, if you were at Manager level (18% personal bonus), and you sponsored someone who

achieved the level of Assistant Supervisor (5% personal bonus), then you would earn an Override Bonus of 13% (18% less 5%) on the orders of your Assistant Supervisor and everyone in that group.

It is important to remember that in order to receive Override Bonus you must be "Active" as per the company policy.

## ***What is Leadership Bonus?***

Leadership Bonus is the Bonus earned by Recognised Managers on the activities of those Distributors they have sponsored who have also reached the level of Manager.

## ***How and when will I receive my Bonus Payments?***

Bonuses are paid by way of cheque, and are paid on the 15<sup>th</sup> of the month following. For example the bonus for January orders is paid on 15 February.

## ***What Website Tools are available for me?***

There are 3 main Forever website tools.

- [www.foreverliving.com](http://www.foreverliving.com) – this is the company website of Forever Living Products and is where you would go to place your online orders, download forms, join online and so on
- [www.discoverforever.com](http://www.discoverforever.com) – this is the main training and multimedia website. It offers training programs on virtually any aspect of the business you can think of, as well as offering video presentations for you to use and share.
- MyFlpbiz – is the tool many distributors are using to build their own website and monitor the detail of their business activities.

## ***Can I advertise my business?***

Yes you can. You have many advertising options to market your business. Please just familiarise yourself with the specific Forever policies concerning advertising in the Forever Company Policy booklet.

## ***Can I cancel my Distributorship?***

You have the right to cancel your distributorship at any time for any reason.

# Frequently Asked Questions

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## Registering your Distributorship in New Zealand

Are you already a Forever Distributor in another country? On this page you will find answers to some of the commonly asked questions about expanding your Forever business from your home country into New Zealand.

If you cannot find an answer to your question here please feel free to contact us directly by phone (+64 9 309 2563) or email ([flpnz@foreverliving.co.nz](mailto:flpnz@foreverliving.co.nz)) and we will be happy to help.

### ***How do I register my Distributorship in New Zealand?***

This is very easy for you to do. Just make contact with your home country office and ask them to register you in New Zealand. They will handle the rest.

### ***Do I have to be a Manager to build a business in New Zealand?***

You do not need to be a Manager to expand your Forever business into New Zealand. You should however familiarise yourself with the qualification requirements to receive bonus from foreign countries, contained in the Forever Company Policy Document.

### ***Do I have to be 'Active' in New Zealand to receive my bonus?***

You should familiarise yourself with the specific details of the Company Policy Document areas relating to receiving foreign bonuses.

In summary if you are not at Manager level in the Forever Marketing Plan you would need to be active

in New Zealand in order to be paid your override bonuses on your New Zealand group activities.

If you are at Manager level then you may qualify to go onto the "international waiver list" for foreign bonuses by being active in your home country.

### ***How do I get paid from New Zealand?***

Bonus payments to Foreign distributors are paid once the bonus amount accumulates to NZD \$100. A bonus payment is then automatically generated. You may choose to change that minimum amount up to NZD \$500, just notify us of your wishes in this regard.

Bonus can be paid below NZD \$100, however this is done by manually overriding the Bonus systems and would only be done at your request.

Bonus is paid by Cheque in New Zealand Dollars, drawn on our New Zealand bank account.