Click on any of the frequently asked questions below to display the answer. If you cannot find the answer to your question, please contact Member Services at 866-866-4744, 9 a.m. to 6 p.m. PST, Monday – Friday; Saturday 6 a.m. to 2 p.m. PST

General

- <u>Can I order products from other countries?</u>
- Who can place orders through MyHerbalife.com?
- Can I pay my annual processing fee online?
- Today is a dual month end. Will I have the ability to select the order month when placing an order online?
- What are the benefits of ordering online?
- When will my order ship?

Product

- <u>Can I view the product catalog from other countries?</u>
- What is the difference between Show All Inventory and Show Only Available Inventory?
- How do I add items to my cart?
- How can I tell if an item is available for ordering?

Event Tickets

• May I combine event tickets with other products?

Saved Addresses and Payment

- How can I save my frequently used shipping addresses?
- <u>I saved a credit card in Saved Addresses & Payment, but when I change countries to place an order in a</u> different country, the credit card number was not shown. Why is the saved credit card number not shown?
- Do I have to give all of my saved addresses a Nickname?

Checkout – Step 1 of 4

- I would like to modify the address for my order and the items in my cart. Where can I do this?
- What is the address verification checkbox?
- Do I have to tick the address verification checkbox for every order?
- If I don't tick the address verification checkbox will I still be able to complete my order?
- Will the items in my cart be saved if I log out of MyHerbalife.com or navigate away from the order pages?
- What are the various shipping/pick up options that I may select for my order and what are the charges?
- What is the policy for pick up orders?
- Is there a charge for pick up orders?
- If I enter a new email address in the **Email Notification** field during online ordering will it update the email address in my profile?
- <u>I would like my email order confirmation to be sent to another email address other than the one shown. How can I do this?</u>
- How can I review past orders?

Checkout – Step 2 of 4

I would like to modify the quantities or delete items from my cart. Where can I do this?

Checkout – Step 3 of 4

• I would like to modify my order before I check out. How can I do this?



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Checkout – Step 4 of 4

- What is the difference between the invoice options Ship invoice with Package and Ship invoice to a <u>Member?</u>
- What types of payment may I use to pay for my online order?
- What types of credit cards are accepted online?
- How do I use multiple credit cards?
- How do I pay my online order by wire transfer?
- How do I pay my online order using Pay Near Me?
- <u>Will I receive an order confirmation after my order is placed?</u>

Shipping Methods: FedEx Hold at Location (HAL)

- What is FedEx Hold At Location?
- How much does it cost?
- How will I know that my package has arrived at the FedEx Hold at location and is available for pick up?
- How many days do I have to pick up an order once it has arrived at a FedEx Hold at location?
- What do I need to pick up my order at a FedEx location?
- If I am unable to pick up my package at the FedEx Hold at location, can I have someone else pick it up for me?

Saved Cart and Copy Order

- What is Saved Carts?
- What is Copy Order?
- I have items saved in Saved Cart and want to complete the order. What do I need to do?
- How can I delete a cart from my Saved Carts?
- <u>Can I copy a recently placed internet order?</u>
- How do I copy a recently placed online order?
- <u>Can I copy an online order from one country to another?</u>
- Can I copy orders I placed directly with the call center?
- <u>I had an order saved in my Saved Carts; however after I checked out I can no longer see it. Where is my</u> <u>Saved Order?</u>

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GENERAL

Q: Can I order products from other countries?

A: In order to buy products online from other countries, you must go to the local MyHerbalife.com and order from the country's catalog. You may order from the various countries if the order is shipped within that country or picked up locally.

Q: Who can place orders through MyHerbalife.com?

A: Online ordering on MyHerbalife.com is for use by Herbalife Members only. Members may ship or pick up orders locally where allowed.

Q: Can I pay my annual processing fee online?

A: Yes. You may pay your annual processing fee online by adding it in Step 1 of checkout. If your fees are due, the annual processing fee will automatically be added to your shopping cart for the number of years due.

Q: Today is a dual month end. Will I have the ability to select the order month when placing an order online? A: Yes. On dual month end, the order month field will be enabled in the Mini Cart and in Checkout. Use the drop down list to select the order month for your order.

Q: What are the benefits of ordering online?

A: Ordering online has never been easier!

- Accessible 24 hours a day, 7 days a week!
- Immediate confirmation and acknowledgement of order placement and order detail
- Immediate volume point updates in Herbalife systems
- Access to product catalog details

Q: When will my order ship?

A: All orders will be shipped on the next business day, whenever possible, if all monies have cleared. Please note, for orders placed during end of month, there may be delays in shipping.



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PRODUCTS

Q: Can I view the product catalog from other countries?

A: Yes. To view the product catalog for other countries, simply change the country on the login page of MyHerbalife.com or in the upper right hand corner of the site once logged in.

Q: What is the difference between **Show All Inventory** and **Show Only Available Inventory**? A: **Show All Inventory** – When selected, all products/items are shown regardless of their availability for the shipping/pick up address chosen.

Show Only Available Inventory – When selected, only items available for the specified shipping or pick up location are shown.

Q: How do I add items to my cart?

A: There are 3 simple ways to order: Product Catalog, Online Price List and Order by SKU.

- In **Product Catalog** and **Online Price List**, locate the item you wish to order, enter the quantity and click **Add to Cart**.
- When using Order by SKU, enter the SKU and quantity and click Add to Cart.

Q: How can I tell if an item is available for ordering?

A: In the product catalog, each item is marked with one of the following to indicate the item availability based on your shipping or pick up location:

- Available
- Available for Back Order
- Not Available

Available - Item is available for shipping or pick up orders.

Available for Back Order - Item is out of stock, but may be ordered for shipment. Once the item is available, it will be shipped. Items in this condition may not be added to orders for pick up.

Not Available - Item is out of stock and may not be added to pick up or shipping orders.



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EVENT TICKETS

Q: May I combine event tickets with other products? A: No. Event tickets must be purchased separately from products and handled in separate orders.

SAVED ADDRESSES & PAYMENT

Q: How can I save my frequently used shipping addresses? A: You can create and manage shipping addresses in the **Saved Addresses & Payment** area.

Q: I saved a credit card in **Saved Addresses & Payment**, but when I change countries to place an order in a different country, the credit card number was not shown. Why is the saved credit card number not shown? A: Saved address and payments are specific to the country in which you are logged into when you saved that information.

Q: Do I have to give all of my saved addresses or payment information a Nickname? A: No. This is optional, however the next time you place an order giving frequently used addresses and payment information, a Nickname will make ordering faster.

CHECKOUT – STEP 1 OF 4

Q: I would like to modify the address for my order and the items in my cart. Where can I do this? A: You can modify the shipping or pick up location and items in your cart in Step 1 of Checkout.

Q: What is the address verification checkbox?

A: The address verification checkbox is used to confirm that the address you entered or selected is correct for the order that is being placed.

Q: Do I have to tick the address verification checkbox for every order?

A: Yes, you are required to confirm the address for each order by ticking the checkbox.

Q: If I don't tick the address verification checkbox will I still be able to complete my order?

A: No, you will not be able to complete your order until you confirm the address by ticking the checkbox.

Q: Will the items in my cart be saved if I log out of MyHerbalife.com or navigate away from the order pages? A: Yes. The items in your cart will be saved. Please note, the next time you log in, the availability of the items in your cart will be checked. If the availability of an item has changed and is no longer available, it may be removed from your cart.



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Q: What are the various shipping/pick up options that I may select for my order and what are the charges? A:

FedEx Home Delivery and UPS Ground				
Retail Value	Rate			
\$1,000 and Up	4.25%			
\$700 - \$999.99	4.75%			
\$400 - \$699.99	5.25%			
\$125 - \$399.99	5.75%			
\$0-\$124.99	\$7.50 minimum charge*			
	* Orders which include literature only AND are			
	less than \$125.00 USD - minimum charge is \$6.00			
FedEx Prepaid Two Day				
7.75% of retail value (\$11 minimum charge)				
FedEx Standard Prepaid One Day				
11.75% of retail value (\$19 minimum charge)				
US Postal for Orders Shipping to US Territories				
(Including APO & FPO Addresses)				
Retail Value	Rate			
\$150.01 and up	5.75%			
\$0-\$150.00	\$7.50 minimum charge			
	* Orders which include literature only AND are less than \$125.00 USD - minimum charge is \$6.00			

Q: What is the policy for pick up orders?

A: All orders for pick up must be picked up within 10 days from the order date. The name of the person picking up the order must be provided at the time of ordering. Identification will be checked upon pick up at the warehouse.

Q: Is there a charge for pick up orders?

A: Yes. All pick up orders have a 5.25% charge.

Q: If I enter a new email address in the **Email Notification** field during online ordering, will it update the email address in my profile?

A: No. The email address entered in **Email Notification** is used for email order confirmation purposes only. To update the email address in your profile, go to **My Office** and click on **Communication Preferences**. In the profile page you can change your personal information.



Q: I would like my email order confirmation to be sent to another email address other than the one shown. How can I do this?

A: You may send the email order confirmation to any email address of your choice. Simply enter the email address in the **Email Notification** field in Step 1 of Checkout.

Q: How can I review my past orders?

A: Once your order has shipped, you can locate past order information by querying the order in **My Orders** in the **My Account & Reports** section of MyHerbalife.com.

Enter the order number in the **Order Search** field and click **Go**. Details for the entered order will be retrieved.

CHECKOUT – STEP 2 OF 4

Q: I would like to modify the quantities or delete items from my cart. Where can I do this? A: You can modify the quantities and delete items from your cart in Step 2 of Checkout.

CHECKOUT – STEP 3 OF 4

Q: I would like to modify my order before I check out. How can I do this?

A: Simply click on the **Edit** link in the upper right hand corner of Step 3. You will be taken back to Step 1 where you can modify the items on your order, change your shipping or pick up location, or continue shopping.

CHECKOUT – STEP 4 OF 4

Q: What is the difference between the invoice options **Ship invoice with Package** and **Ship invoice to Member**?

A:

- Ship invoice with package Invoice will be sent with shipment.
- Ship invoice to Member Invoice will be mailed separately from the shipment, and will include a packing list only.
- Q: What types of payment may I use to pay for my online order?

A: You may pay by credit card, wire transfer or Pay Near Me.

Q: What types of credit cards are accepted online?

A: The credit cards accepted are Visa, MasterCard, American Express and Discover.

Q: How do I use multiple credit cards?

A: For each card you wish to use, you will need to enter the credit card number along with the amount to be charged to each card. The total amount for all cards used must equal the **Grand Total** to submit the cards for processing.



Q: How do I pay my online order by wire transfer?A: Wire payments must be made using the bank information below. You must reference your Herbalife ID Number and order number with your transfer.

HSBC Bank USA, N.A. 452 Fifth Avenue New York, NY 10018 Beneficiary: Herbalife International Account #: 001846701 Fed ABA#: 021001088 (for Domestic Wires) Swift Code: MRMDUS33 (International Wires only)

Wire Payment Information

• Members may purchase products from Herbalife by bank-to-bank transaction to complete payment for an order.

• Please submit payment within 24 hours from the order date to avoid cancellation of this order.

• End of Month – wire transfer must be initiated on or before each country's designated End of Month (EOM) day, and must be received and verified by the bank's report by the 5th of the following month (regardless of what day the actual EOM falls on).

• Wire transfer orders will be shipped when the correct payment is received by Herbalife.

Q: How do I pay my online order using Pay Near Me?

A: You can pay for your orders with cash at any 7-Eleven® or Family Dollar® store in the continental US, except in Alaska, Hawaii and Puerto Rico. Please follow the steps below to print out a PaySlip OR you can use the SMS Text message sent to your mobile device (Apple or Android only) to make a cash payment at your local 7-Eleven or Family Dollar:

- 1. Choose a retailer or locate a store
- 2. Choose "Print" or "Use Mobile"
- 3. Take your printed PaySlip or mobile device / bar code to any participating 7-Eleven or Family Dollar.
- 4. Provide cashier with the exact Total for your order.
- 5. The cashier will hand you a receipt as proof of payment and alert Herbalife that you paid.

Important Information about using Pay Near Me

• You must pay the exact total due for each order, one at a time.

• Each order cannot exceed \$1000 limit (including tax). However, you can place multiple orders of less than or equal to \$1,000 using this payment method.

• All orders must be paid on the same-day ordered, by 12:00 Midnight (Pacific Time) to avoid cancellation. Please note that orders placed on Saturday may be paid for no later than 12 Midnight on Sunday (Pacific Time).

• From Saturday 6:00pm (Pacific Time) through Sunday 12:00pm (Pacific Time), payments will not be accepted due to Herbalife System Maintenance.

• Herbalife will be notified immediately that your order has been paid and your order will be released for shipment following the standard process

• Your printed and mobile PaySlip can be used to pay for future orders at the same retailer.

Q: Will I receive an order confirmation after my order is placed?

A: Yes. You will receive an immediate order confirmation email for your order at the email address you provide.



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Shipping Methods: FedEx Hold at Location

Q. What is FedEx HAL?

- FedEx HAL is a shipping option that allows Members to pick up packages from any FedEx Office location shipped to U.S., CA and PR
- Service not available in U.S. Virgin Islands, T&T and Jamaica
- Not available for back-ordered items. Back-ordered items can be ordered separately for Home Delivery shipping
- Your order will ship following the standard process

Q. How much does it cost? Below chart will be based on each country.

Description	Freight Code	Dollars	Pricing
	HAL	\$1,000 and Up	4.25%
		\$700 – \$999.99	4.75%
		\$400 - \$699.99	5.25%
FedEx Hold at Location (HAL) Ground		\$125 - \$399.99	5.75%
		0 – \$124.99	\$6.50
			* If an order is Lit only AND less
			than \$125.00 (excludes non-
			inventory items) - minimum freight
			should be \$6.00
FedEx HAL -1 Day	HL1	\$160.01 & up	11.75%
		0 - \$160.00	\$18.00
FedEx HAL - 2 Day	HL2	\$133.34 & up	7.75%
		0 - \$133.33	\$10.00

US

Puerto Rico

Description	Freight Code	Dollars	Pricing
FedEx Hold at Location (HAL) Ground	HAL	\$8.00 Minimum * If an order is Literature only AND less than \$133.00 (excludes non- inventory items), minimum freight should be \$6.50	\$0.01-\$133.00
		6.50%	133.01 & Up

Q. How will I know that my package has arrived at the FedEx Hold at location and is available for pick up? A FedEx Representative will contact you based on the phone number provide on package. You can also track your package on MyHerbalife.com.



Q. How many days do I have to pick up an order once it has arrived at a FedEx Hold at location? FedEx will hold the package at location for 5 business days. If a package is not picked up it will be returned to Herbalife and additional Shipping & Handling fees will apply to re-ship package once again.

- Q. What do I need to pick up my order at a FedEx location?
- A. Simply provide your name and a government issued picture ID.

Q. If I am unable to pick up my package at the FedEx Hold at location, can I have someone else pick it up for me? A. Package can only be picked up by the person indicated on the package label. FedEx does not allow any changes.

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SAVED CART AND COPY ORDER

Q: What is Saved Carts?

A: The Saved Cart feature provides a convenient way to create, save and manage multiple carts for faster checkout in the future.

Q: What is Copy Order?

A: The Copy Order feature will allow you to create a new order by copying the information from a previously placed order. You will be able to make changes to the new order such as shipping options or pick up locations and add additional items. Please note that only online orders placed within the last 6 months will be eligible for copy.

At the time of checking out, when the Saved Cart or Copy Order features have been used, the order information (e.g. Products, Pricing, and Volume Month) will be checked and updated accordingly. Any item(s) unavailable or ineligible to be copied will be automatically removed.

Q: I have items saved in Saved Cart and want to complete the order. What do I need to do?

A: To complete the order, go to the Saved Cart page and click on the Checkout button for the cart you wish to checkout.

Q: How can I delete a cart from my Saved Carts?

A: To delete a cart you no longer wish to keep, go to the Saved Cart page and click on the Delete button for the cart you wish to discard.

Q: Can I copy a recently placed internet order?

A: Yes, you can copy online orders placed within the last 6 months

Q: How do I copy a recently placed online order?

A: Go to the Saved Cart page and click on the Copy Order section. Next, locate the order and click the Copy Order button. You will be taken to Step 1 of Checkout where you can complete the checkout process and submit your order for processing.

*Note: At the time of checking out, when the Copy Order feature has been used, the order information (e.g. Products, Pricing, and Volume Month) will be checked and updated accordingly. Any item(s) unavailable or ineligible to be copied will be automatically removed.



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- Q: Can I copy an online order from one country to another?
- A: No, you will only be able to copy an online order in the same country the original order was created in.

Q: Can I copy orders I placed directly with the call center?

A: No, copy order is only available for orders placed online within the last 6 months.

Q: I had an order saved in my Saved Carts; however after I checked out I can no longer see it. Where is my Saved Order?

A: Once you successfully checkout a previously saved cart, it will automatically be removed from your Saved Carts list.