

Frequently Asked Questions

HAP ORDERING ON MYHERBALIFE.COM – UNITED STATES, May 9, 2017

Click on any of the frequently asked questions below to display the answer. If you cannot find the answer to your question, please contact your local Member Services at 866-866-4744 (select language, then select option 2 for Preferred Member), 7:00 a.m. to 6:00 p.m. PST, Monday – Friday; Saturday 7:00 a.m. to 2:00 p.m. PST.

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GENERAL

Q: What is the Herbalife Advantage Program (HAP)?

A: The Herbalife Advantage Program (HAP) is an automatic monthly product shipment program available in the U.S. – providing Herbalife Preferred Members and Charter Preferred Members with an effortless, flexible and convenient method for selecting and automatically shipping the products they use the most. It also provides Preferred Members and Charter Preferred Members with the following benefits:

- Minimum discount of over 30% on most Herbalife® Inner and Outer Nutrition products – You'll save on the products you use most while you enjoy all the benefits of being a HAP member
- Minimum order – Your HAP order must be a minimum of 100 points. Personal Consumption HAP orders have a maximum of 1,000 points of products per month. Additional product purchases can be made at any time according to the Discount Scale.
- No Activation Fee – There is no activation fee to gain automatic service, regular communications or any of the other benefits associated with being a HAP member.

Q: Who can activate a HAP Order?

A: The Herbalife Advantage Program is open to all Preferred Members and Charter Preferred Members. Please note in order to activate a HAP order, Member must provide a valid shipping address within the U.S.

Q: Is participation in HAP required?

A: You are not required to participate in HAP in order to join or remain as a Preferred Member or Charter Preferred Member. Participation in HAP is entirely optional.

Q: In which countries is HAP available for Preferred Members and Charter Preferred Members?

A: HAP is available in the U.S.

Q: How can I activate a HAP order?

A: You may activate a HAP order using one of the following:

Activate on MyHerbalife.com:

- Log into MyHerbalife.com U.S. locale
- Click on My HAP Order under My Account Menu and then click on "Create New HAP Order"
- Select your HAP Deadline date:
 - U.S.: the 11th or 18th of each month
- Add your shipping address for your monthly HAP Order
- Select and add your products to your cart
- Add your payment details
- Read the important HAP order information
- Submit your order

You may change your monthly order at any time during the month – from the day after your deadline, up to and including your deadline day.

Activate by Contacting Member Services:

- You may also activate your HAP order over the phone by contacting Member Services: select language, then select option 2 for Preferred Member..

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Q: What are the HAP requirements?

A: The following is required to set up a HAP order

- You can have one (1) personal use HAP order.
- There is a minimum 100 Points for personal consumption HAP Orders.
- Personal consumption HAP orders allow a maximum 1,000 Points.
- You may order up to 4 items per SKU for personal consumption HAP orders.
- Each month, on your HAP deadline date your credit card will automatically be charged for the items on your HAP Standing Order.
- Your monthly order will be shipped within 4 business days after your monthly deadline date.
- You may change or cancel your monthly order at any time during the month; from the day after your deadline, up to and including your deadline day. You can manage your order on MyHerbalife.com in the HAP orders section or contact Member Services. You may also withdraw from the HAP Program at any time.
- You must opt in to the HAP Program annually or your HAP Standing Order will be cancelled. 30 days prior to your HAP Standing Order expiration date, you will be notified to opt in to remain in the HAP Program.
- Literature and promotional items may not be ordered on the HAP program.

Q: What is a personal consumption HAP order?

A: A personal consumption order is an order that is used by you or members of your household. Personal consumption HAP orders are taxed on your actual purchase price, not the product's Suggested Retail Price.

Q: What are the deadline dates for HAP orders?

A: The HAP deadline dates are the 11th or 18th of each month.

You may change your monthly order at any time during the month – from the day after your deadline, up to and including your deadline day.

Q: Once I activate and opt into the HAP program, will my order ship automatically each month?

A: Once you activate and opt into the HAP program there is no need to contact us unless you wish to change or cancel your order, or for your annual HAP opt in. Since HAP is a monthly recurring order, we will ship your HAP order on record to the address noted and bill the credit card provided.

Should you wish to change or cancel your order, you simply need to log onto MyHerbalife.com and go to the My HAP Orders section located under the My Account Menu to update your order, or you can contact Member Services.

Q: How many HAP orders may I set up?

A: You may have one personal consumption HAP order.

Q: What is Herbalife's Satisfaction Guarantee?

A: Subject to certain conditions, Preferred Members and Charter Preferred Members who purchase a product for their own consumption and who are not satisfied with the product, may return it within 30 days (from the date they received the product) in exchange for another product. To initiate the exchange, contact the Refunds & Repurchase department at 310-410-9600 extension 43132 for a "Return Authorization Number."

Q: Where can I view my previous monthly HAP orders online?

A: You can view your orders online by:

- Logging into MyHerbalife.com
- Under the My Account Menu, Click on Order History

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EDIT OR CANCEL HAP STANDING ORDER

Q: I would like to modify my HAP Standing Order. Can I edit my order online?

A: Yes. You can update your HAP order online.

- Log into MyHerbalife.com
- In the left My Account Menu, click on “My HAP Order” in the “My Shopping” category
- On the HAP Standing Order landing page, click the Edit button for the HAP order you wish to edit
- Your HAP Standing Order will be displayed in an editable mode; proceed to update the items and quantities on your order, shipping or payment information
- **You must click on “Save My Changes” button in Checkout to save your changes and obtain your updated HAP order totals.**

Q: Will the items in my cart be saved if I click to edit my order online but log out of MyHerbalife.com or navigate away from the HAP Standing Order page without clicking the “Save My Changes” button?

A: No. To update your HAP Standing Order after changes are made, you must click on the “Save My Changes”.

Q: How can I cancel my HAP Standing Order?

A: You can cancel your order on MyHerbalife.com or by contacting Member Services.

To cancel online:

- Log into MyHerbalife.com
- Under the My Account Menu, click on “My HAP Order” in the “My Shopping” category
- On the HAP Standing Order landing page, click the Cancel button for the HAP order you wish to cancel.
- The selected HAP Standing Order will be cancelled.

To cancel by phone, contact the Member Services Department at 866-866-4744.

Q: If I cancel my HAP Standing Order, can I activate again at another time?

A: Yes. You may activate and opt into the HAP program again at a later time.

Q: Do I have to wait for my HAP opt in period if I want to cancel and no longer wish to receive a monthly HAP Order?

A: No. You may cancel your monthly order at any time during the month; from the day after your deadline, up to and including your deadline day.

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 your HAP Standing Order.

Q: Do I have to tick the address verification checkbox each time I change my HAP Standing Order online?

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

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Q: What are the shipping options for HAP orders and what are the charges?

A: See below for shipping charges for HAP orders for the US:

FedEx Home Delivery	
Suggested Retail Value	Rate
\$125.00 & Up	4.75%
\$ 0 - \$124.99	\$6.50 Minimum
FedEx Home Delivery Orders Shipping to Hawaii	
Suggested Retail Value	Rate
5.75% of Suggested Retail Value (No Minimum)	
FedEx Home Delivery Orders Shipping to U.S. Territories. Guam, Saipan, APO and FPO	
Suggested Retail Value	Rate
\$150.01 & Up	5.75%
\$ 0 - \$150.00	\$7.50 Minimum

Q: May I pick up my HAP order at a local Herbalife warehouse?

A: Unfortunately HAP orders are for shipping only and may not be picked up at the warehouse.

Q: When will my HAP order be shipped?

A: HAP orders will be shipped within four business days after the deadline date selected. If the deadline date falls on a holiday, your order will be processed on the following business day.

Q: If I enter a new email address for my HAP order 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:

- Click on My Account Menu from the top navigation
- Next, in the Communications category click on Contact Information sub-category
- Next, click on the Edit button in the upper right hand corner of the page
- Then, update the email address for your profile and save changes

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 Checkout.

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 Checkout. You will be taken back to the previous step where you can modify the items on your order, change your shipping location, or continue shopping.

You must click on “Save My Changes” button in Checkout to save your changes and obtain your updated HAP order totals.

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OPT IN / OPT OUT

Q: What determines the expiration date for my HAP Standing order?

A: Your HAP Standing Order expiration will be set to expire one year from your activation date. To see your expiration date visit MyHerbalife.com.

- Click on My Account Menu from the top navigation
- Next, in the My Shopping category click on My HAP Orders sub-category
- The My HAP Orders page will open where you can view your expiration date for your active order.

Q: Why do I need to opt in annually to remain on the HAP program?

A: Although HAP is a recurring order, we want to ensure that we check with you annually to confirm you wish to still participate in the program. By adding the opt in / opt out feature it will let us know whether or not you wish to remain enrolled in HAP.

Q: How will I be notified when it's time to opt in to remain on the HAP program?

A: You will receive an email notification to your primary email address that you have on file with Herbalife and will receive an alert in your MyHerbalife.com inbox. Additionally, you will also be reminded when you contact the Member Service department and are within your 30 day opt in period.

Q: When will I be notified that it's time for me to opt in to remain on the HAP program?

A: You will be notified when it's time to opt in to remain on the HAP program beginning 30 days prior to your HAP Standing Order expiration date.

Q: How can I opt in or out?

A: You can opt in or out online on MyHerbalife.com by following the below steps:

To opt in on MyHerbalife.com:

- Log into MyHerbalife.com
- On the My Account navigation, click on "My HAP Order" in the "My Shopping" section
- **Opt In:** On the HAP Standing Order landing page, click the "Opt In" link located at the top of the page and click the option to opt in.
- **Opt Out:** On the HAP Standing Order landing page, click the "Cancel" order button. Your HAP order will be cancelled.

Or you can also contact Member Services and let them know you are in your opt in period and would like to opt in or out.

Q: Can I opt in before my 30-day HAP Standing Order opt in period?

A: No. You may only opt in during your opt in period which begins 30 days prior to your HAP expiration date.

Q: If I opt out of HAP, can I opt in and activate the HAP program again at another time?

A: Yes. You may opt in and activate the HAP program again at a later time.

Q: What will happen to my HAP standing order if I do not respond during my HAP opt in period?

A: At the end of your 30-day opt in period your HAP Standing Order will be cancelled.

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