

Your Confident Start Programme

Frequently Asked Questions

1. Who is the Your Confident Start Programme available too?

- All new Beauty Advisors effective 2 August 2020 will start on the new program.
- The programme is available to all New Beauty Advisors in their 1st 3 Months as a Beauty Advisor.

2. How do new Beauty Advisors qualify for the Programme?

- Once registered you have 3 months to complete the 4 easy steps. These steps can be completed at your own pace.
- Any of these steps can be completed at any point throughout the 1st 3 months after registration.
- If all 4 steps are completed in their first month, new Beauty Advisors will receive all their gifts in one go or they can do it step by step.
- All sales are cumulative, meaning all your invoice sales in this period count towards the final goal of R4550/N\$5005/MT25025.
- **Steps to be completed**
 - Step 1 – Invoiced Sales of R650/N\$715/MT3580
 - Step 2–Total cumulative Invoiced Sales must reach R1950/N\$2145/MT10725 including your sales step 1 sales.
 - Step 3 – Total cumulative Invoiced Sales must reach R3250/N\$3575/MT17875 cumulative of your step 1 and 2 sales.
 - Step 4 – Total cumulative Invoiced Sales must reach R4550/N\$5005/MT25025 cumulative of your step 1, 2 and 3 sales.
- New Beauty Advisors can achieve any of these levels at any point within their 1st 3 months.
- If they achieve the total sales of R4550/N\$5096/MT25025 in 1 invoice they will receive all rewards.
- If a Beauty Advisor's Step 1 sales it R1950/N\$2184/MT10725 they will receive both step 1 and 2 gifts.

3. Do orders have to be invoiced?

- Yes, all orders must be invoice to count towards qualifying sales.

4. When will the free gifts to be sent to the qualifying Beauty Advisor?

- Once the Beauty Advisor has qualified for a Step/s they will need to place another invoiced order to any value to receive their free gift.

5. Does the First Order incentive still apply?

- No, this incentive will now form part of the Your Confident Start Programme and you can qualify for this at any point within your 1st 3 Months after registration the 4 week rule no longer applies.

6. Can a new Beauty Advisor qualify for the Personal Sales Incentives or Activity Sales Challenges while on the Confident Start Programme?

- A new Beauty Advisor will need to complete the Your Confident Start Program before they can qualify for these Incentives. This means that they will need to have total invoiced sales of R4550/N\$5005/MT25 025 or after their first 3 months, whichever comes first.
- A new Beauty Advisor can only start qualifying for Personal Sales Rewards the month after they complete the Your Confident Start Program.

7. What if a Beauty Advisor misses a step in the programme

- No problem they can make up for it at any time as long as it is within their 1st 3 months.

8. What about out of stocks?

- Out of stocks will be taken into account and will not count towards your target.

9. Will credits be passed on accounts while on the programme?

- No 7 Day returns will be allowed in the first 3 months
- All returns due to quality, wrong/short/over packs, order entry, price adjustments will be processed according to the credit terms.
- Should we receive stock back at Avroy Shlain Home Office and it does not comply to the credit and claims returns rules, the Customer Service Agent will notify the new Beauty Advisor via email that it will not be processed.
- The Beauty Advisor will then have one week from the date of the email sent to you collect the items.
- If the stock is not collected, no credit or claim will be processed on the relevant account and the items will be disposed of.

10. Will credits passed on the account affect the sales level achieved?

- Yes, Credits passed during the period of a Beauty Advisors 1st 3 Months could result in the Beauty Advisor missing the sales levels required for Steps of the program.

11. What happens to Beauty Advisors on the current BA On Boarding Programme, can they qualify on the Your Confident Start Programme?

- Beauty Advisors that are registered before 2 August 2020 will stay on the current On Boarding Programme and all rules and Terms and Conditions of this programme will apply.