

**ADVOCARE®**



## FAQ FOR CUSTOMERS

- **Who can sign up for the Spark and Repeat Program?**

- Registered Retail Customers, Preferred Customers and Distributors of the U.S.
- Registered Retail Customers, Preferred Customers and Distributors are limited to only one Spark Subscription per customer account.
- Spark and Repeat Program is not available in Canada.

- **Can I sign up as a Registered Retail Customer or Preferred Customer when I create my Spark and Repeat Program?**

- If you currently do not have an account with AdvoCare, when creating your Spark and Repeat Program, you will be prompted to create a Registered Retail account. The Spark and Repeat Program requires an active Customer or Distributor account with AdvoCare. You will not be able to register as a Preferred Customer when creating your Spark and Repeat Program.

- **What are the dates I can join the Spark and Repeat Program?**

- You can join the Spark and Repeat Program starting on Aug. 3 through Oct. 31. You cannot join after the month of October. Visit [www.advocare.com/GetSparkAndRepeat](http://www.advocare.com/GetSparkAndRepeat) to join.

- **How long is the Spark and Repeat Program?**

- The Spark and Repeat Program is 3 months.

- **When will I receive my Spark and Repeat order(s)?**

- Your first Spark and Repeat order will ship immediately, either the same day it is ordered or the following business day. Your second and third Spark and Repeat order will ship 1 and 2 months after your original sign-up date.

Example: If the initial order was purchased on August 17, 2020, the next two boxes will ship on Sep. 17, and Oct. 17. If initial order was placed on 31st day of the month and one of the subsequent months has only 30 days, orders should ship on the last day of the month.

- **What are the program options and limitations?**

- Customers can pick a combination of 2-4 gusset bags of any standard flavor of Spark, OR 1-2 canisters of any standard flavor of Spark. Customers will also be able to pick from 2 mixed options: 1 gusset / 1 canister or 2 gussets / 1 canister options.

Order limits:

- o Maximum of 4 gusset bags, or 2 canisters
- o Minimum of 2 gusset bags, or 1 canister
- o Note: Limited Time Only flavors are not available for purchase through the Spark® and Repeat program.

*Spark and Repeat orders cannot be merged with other AdvoCare product orders, and you cannot add any products to your Spark and Repeat order.*



- **When will I receive my exclusive Spark Variety Pack reward for completing the three-month program?**

- You will receive your exclusive product reward immediately upon ordering after your third Subscription order ships. Canceling or failing to complete (ex. credit card expired) the three-order cycle will result in the Spark® Variety Pack 30 ct NOT being applied to your account.

*Please note that the Spark Variety Pack will be automatically added to the first order placed after your 3rd Spark and Repeat order ships. You will have 45 days from the completion of the Spark and Repeat Program to redeem your Spark Variety Pack. Redemption orders must be placed after October 15th 2020.*

- **Can I edit or cancel my Spark and Repeat Program?**

- Up until 24 hours prior to the order generation date, Customers can:
  - o Edit the flavors of Shipment 2 and Shipment 3.
  - o Cancel their program. Please note that if you cancel, the exclusive product reward will be forfeited if canceled before the third order generates/ships.
  - o Update your payment method.
- The order configuration (gusset vs canister) cannot be edited.

*See Product Promise at [advocare.com](http://advocare.com) for details on all product returns*

- **Can I change my shipping address for shipments 2 and 3?**

- You will need to call Customer Service at least 24 hours prior to the order generating in order to update your shipping address. 1 (800) 542-4800

- **Referral Program**

- A 10% referral discount from AdvoCare's Referral Program cannot be applied to Spark and Repeat orders. If a Preferred Customer or Distributor has earned product credits, they will be applied to the Spark and Repeat order when it generates (product credit is applied on order per order basis. A single \$10 product credit will not be applied to multiple orders).

- **Reinstating Spark and Repeat orders**

- If you accidentally cancel your Spark and Repeat Program order and wish to reinstate your order, please call Customer Service for assistance.

- **Shipping**

- Spark and Repeat orders comes with Standard free shipping.
- Expedited or next day shipping is not available on Spark and Repeat orders.
- Will Call pick up is not be available for Spark and Repeat orders.

- **When will I be charged for my Spark and Repeat order?**

- You will be charged for the 1st Spark and Repeat Order/Shipment when the initial order is placed. Subsequent charges will take place when the second and third order generates at the end of the month, respectively.

- **What if products in my Spark and Repeat Program are no longer available?**

- If products in your Spark and Repeat order become unavailable, you will receive an email notifying you that an item is out of stock and you will need to update your selections as soon as possible.

- **Can I continue my Spark® and Repeat Program at the end of three months?**

- No, you will not be able to renew your Spark and Repeat program. However, you may see this program come back as a regular program at a later date.