



# GET 4, PAY NO MORE! FREE SNACKS PROGRAM

## Frequently Asked Questions

SnackHealthy is excited to introduce our "Get 4, Pay" customer referral program. You can participate in this program by referring 4 customers who enroll in our convenient monthly snack auto-delivery and receive a monthly credit for the entire amount of your SnackHealthy auto-delivery. This credit is based on the auto-delivery amount of your 4 referred customers.

### Q Who is eligible?

A **Existing customers.** Existing customers have 90 days from their auto-delivery start date to refer and enroll 4 customers for active SnackHealthy auto-delivery. Existing customers can use the customers they have previously referred, who are still active and in good standing, and count them towards the required 4. These new customers should be referred through the customer's personal SnackHealthy website. Every SnackHealthy customer is provided with this website at no charge (example: emilyjones.snackhealthy.com).

**New customers.** New customers have 90 days from their auto-delivery start date to refer and enroll 4 customers for SnackHealthy auto-delivery. New customers should be referred through the customer's free SnackHealthy website (example: emilyjones.snackhealthy.com).

### Q How does the auto-delivering process work?

A Once you obtain at least 4 active referred customers, SnackHealthy will average the payments from all of your eligible customers and apply that average amount as a credit to your account, or you will receive a check. SnackHealthy will continue to credit you each month as long as you retain a minimum of 4 customers.

### Q What is the deadline to refer your 4 customers?

A New customers have 90 days from their auto-delivery start date to qualify for the program.

### Q What happens if I drop below 4 active customers? Is there a grace period?

A Once you have referred 4 customers, you qualify for the program. If your referred-customer count drops below 4, you will have 30 days to acquire a replacement customer(s) to get your customer count back up to 4 customers. There is no grace period to allow you to receive a free snack credit if you have less than 4 customers. You only receive your credit when you have referred at least 4 customers.

**Q When does SnackHealthy apply the credit?**

A The credit is applied to the customer's account after a minimum of four customers have paid their respective auto-deliveries in the previous 30 days. The system looks back over the previous 30 days and confirms that a minimum of four customers were active and that these customers paid their snacks auto-deliveries. Once this is confirmed, the system tallies the average of all of these payments. If the average is at least as high as the referring customer's auto-delivery, the referring customer's auto-delivery will be credited or the customer will receive a check.

**Q What if the average of my referred customers' auto-delivery is greater than my monthly auto-delivery? Will I get paid for the difference?**

A No. SnackHealthy will only credit your auto-delivery to a zero balance. You will not receive the difference if the average of the referred customers' auto-deliverys is greater than your monthly auto-delivery.

**Q If I refer 4 customers, does that mean I will also receive commissions and bonuses?**

A If a non-Brand Partner customer refers 4 customers, they will only receive free snacks. Non-Brand Partners are not eligible to receive commissions or bonuses.

**Q What if I refer more than 4 customers?**

A If you refer more than 4 customers, SnackHealthy will average the payments of all your referred customers. For example, if you referred 6 customers during the month, SnackHealthy will average the payments of all 6 customers to determine your credit for the following month. This will also give you a two- customer "cushion" in case one of your referred customers discontinues auto-delivery. As long as you maintain at least 4 active referred customers, you will continue to receive the free snack credit every month.

Please note that it is always best to have more than 4 referred customers, as some customers may not pay their auto-delivery. By having additional customers, you are more likely to receive a credit each month.

**Q What portion of my auto-delivery is credited by this program?**

A Customers receive a 100% free auto-delivery credit when the average amount of all (4 or more) referred customers' payments equal the total amount of the snacks supply portion of their auto-delivery. There are no partial credits.

**Q What if I have a customer that now wants to become a Brand Partner? Will SnackHealthy move the customer's account so they can be their own customer?**

A No. It is SnackHealthy's policy not to move customers once they are assigned to a Brand Partner. However, once your customer becomes a Brand Partner, they are still eligible to earn free snacks.