



## Herbalife Charter Preferred Member Information Page

Herbalife has two different kinds of Members: **Preferred Members** use the products for personal consumption and purchase at a discount, while **Herbalife Independent Distributors** not only use the products for personal consumption, but also have the opportunity to sell products to customers, and work the Herbalife business opportunity. Until December 31, 2016, current Members may select to become a Charter Preferred Member (CPM).

Charter Preferred Members solely want to purchase Herbalife® products for their own personal consumption and are able to purchase at a discount. A Charter Preferred Member cannot sell the products, sponsor anyone into the business or receive multi-level marketing compensation under the Herbalife Sales & Marketing Plan. For a limited time only, an existing Member can become a Charter Preferred Member as long as he/she takes action before December 31, 2016.

### Benefits include:

- New product previews, special promotions to support your product results, special product-focused communications, education and support
- Product purchases subject to sales tax on your actual purchase price after discount instead of the product's Suggested Retail Price
- Exclusive access to the Herbalife Advantage Program (HAP), which allows you to set up an order to automatically receive products each month
- No required training or meetings
- Access to [MyHerbalife.com](http://MyHerbalife.com) to order products

A Charter Preferred Member will maintain his/her Charter Preferred Member status as long as he/she purchases 500 Volume Points (VP) of products for consumption annually. Charter Preferred Members who maintain their status do not need to requalify to maintain his/her discount level and will not be required to pay an Annual Membership Services Fee.

### Discount Tiers

Members who convert to become a Charter Preferred Member will keep their current discount, but can achieve higher discount levels as outlined below:

- Members at 50% remain at 50%
- Members at 42% may acquire a maximum 50% discount by accumulating personal product purchases of 4,000 Volume Points in a consecutive 12-month period
- Members at 25% and 35% may acquire a maximum 42% discount by their personal product purchases as set forth below:
  1. Move from 25% to 35% by accumulating personal product purchases of 500 Volume Points in a consecutive 12-month period
  2. Move from 35% to 42% by accumulating personal product purchases of 2,500 Volume Points in a consecutive 12-month period



### **Conversion to Distributor**

If, in the future, you decide to pursue the Herbalife business opportunity and wish to sell the products and sponsor others, you may convert back to Distributor status at any time at no cost. If you moved up to a higher discount as a Charter Preferred Member, you will maintain that discount only for personal consumption purchases.

Purchases for retail sales will be at the same discount level you had when you originally converted from Distributor to Charter Preferred Member. However, if you had any downline Distributors at the time you converted to a Charter Preferred Member, they will not be moved back under you if you convert back to Distributor status.

### **How to Order Herbalife® Products**

There are three ways you can order Herbalife® products:

- Place an order on [MyHerbalife.com](https://myherbalife.com)
- Use the Herbalife App
- Call Member Services at 866-866-4744
- Visit a local Distribution, Sales or Quick Response Center

### **Our Customer Satisfaction Guarantee**

We want you to be 100% satisfied with your purchases. If, for any reason, you are not completely satisfied with any Herbalife® product you purchased from either Herbalife or an Herbalife Independent Distributor, you may return it within 30 days of delivery for a refund of the purchase price or a product exchange. You may request a refund by calling our toll-free number at 866-866-4744, or by following the instructions you will find at [Herbalife.com](https://herbalife.com). If you purchased the product from an Herbalife Independent Distributor, you may also contact your Distributor to request a refund or exchange.

### **Cancellation**

You may cancel your Charter Preferred Membership at any time by notifying Herbalife in writing at [USARecAdmin@Herbalife.com](mailto:USARecAdmin@Herbalife.com). If you cancel your Charter Preferred Membership and wish to rejoin later, you and your spouse must complete a twelve (12) month waiting period before you may enroll as a Preferred Member under another Sponsor. You may also contact Herbalife at 866-866-4744 for more information. In the event that you become an Herbalife Independent Distributor, this Agreement will terminate automatically. Reselling Herbalife® products or recruiting or sponsoring activities may result in Herbalife's cancellation of your Charter Preferred Membership.

### **For More Information**

To learn more about this program and why it may be right for you, contact your upline Sponsor. You can also email us at [PreferredMember@Herbalife.com](mailto:PreferredMember@Herbalife.com) or call our hotline at 888-443-7225. You can also view our [Membership Conversion FAQ](#).

Herbalife reserves the right to make changes to the Charter Preferred Membership Program at its discretion.

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