



It Works! Global Customer Order Form

It Works! Global
2006 44th St. SE
Grand Rapids, MI 49508
Phone: 616.281.1900
Fax: 888.711.3760

Customer Name _____ Date _____

Address _____

City _____

State _____ Zip _____

E-mail _____ Phone # _____

Distributor Name _____ Distributor ID# _____

Distributor Contact Info:

I am interested in hearing more about how I can earn **EXTRA INCOME** by becoming an It Works! Global Distributor.

Item #	Product Name	Qty	Retail Price	Loyal Customer Price	Total

Notes:

Product Total \$ _____

Shipping \$ _____

Tax \$ _____

Total Due \$ _____

Credit Card # _____ / _____ / _____

Exp. Date _____ / _____ Security Code _____ (Card Address Must Match Address Above)

With your signature, you agree to the following: 1) Your card will be billed for the order above and any subsequent orders. 2) If you enrolled in the Loyal Customer Program, you are agreeing to a minimum three-month purchase agreement. 3) You have read the rules pertaining to early cancellation and returns on the backside of this form.

Customer Signature: **X** _____ Date _____

Loyalty Customer Program Rules:

1. The It Works Customer Loyalty Program allows a customer to enjoy wholesale pricing on all orders by making a three-month minimum commitment to a monthly auto-ship order.
2. The auto-ship order may consist of any It Works products and may be changed online by using your Customer ID and Password or by calling Customer Service (see below) at least two business days prior to the customer's next shipment.
3. The customer may order separately from their auto-ship order at any time and receive wholesale pricing.
4. The customer may cancel their participation in the auto-ship program at any time after their three-month commitment has been fulfilled. The customer is still considered a member of the It Works Customer Loyalty program and will receive wholesale pricing on all future orders.
5. The auto-ship will continue to run every month until the customer contacts It Works to change or end their auto-ship. To end participation in the It Works Customer Loyalty program after the three month commitment has been fulfilled, contact Customer Service.
6. Customers who cancel their membership before the three-month minimum commitment has been fulfilled will be charged a \$50 early termination fee on their credit card on file.

Product Refunds>Returns:

1. Since our products produce different results for different people, we do not guarantee specific results or offer a money-back guarantee. Please follow the directions with each product you receive and use our exclusive product coach to answer any questions about your product usage needs.
 2. To receive a refund, all products must be returned within 30 days of purchase in re-saleable, un-opened, "new" condition. The customer is responsible for all shipping costs. There will be a 10% re-stocking fee applied to all customer returns.
 3. Orders that are refused by the customer and sent back as "Refused, Return to Sender" will not qualify for a refund. The customer is responsible for shipping the order back to It Works if they choose to return it, and it is recommended that delivery confirmation is added to the shipping.
- Please note:** The Ultimate Body, Chin & Neck, and Facial Applicators are cosmetic products and cannot be returned once the plastic wrapper is opened. For orders outside the U.S. there will be no refund of taxes paid. Exchanges may be done by contacting customer service.

Contact Customer Service:

Fax: All faxes are taken care of within one business day of when they are received. Please note that faxes sent on a Friday may be taken care of on Monday due to the one business day rule. Number: **888.711.3760**

Live Chat: Monday - Thursday 9:30 a.m. – 6:00 p.m. EST, Friday 9:30-5 p.m. EST (GMT -5:00)

Live Chat is a service available online to our customers as a way to chat with a live Customer Service representative. Live Chat is available through your replicated site by clicking on "Live Chat". Live Chat is available during the above business hours, and Customer Service representatives are available to chat with you and answer most questions you may have. Please have your ID number available for the Customer Service representative to access your account.

Phone: Monday - Thursday 9:30 a.m. – 6:00 p.m. EST, Friday 9:30-5 p.m. EST (GMT -5:00)

Telephone Number: **616.281.1900 or 1.800.537.2395**

Voicemail is available after customer service hours and all messages will be returned within one business day. We request that all autoship cancellation requests be made at least 2-5 days prior to the autoship date. When leaving a message, be sure it is detailed and you have left your name, ID number and phone number to return the call. Voicemails do not guarantee that your request was processed. A confirmation is provided through email or a returned phone call if the request was processed. If confirmation was not received, the request did not process.

It Works! Perks Points Program:

1. Perks Points will be earned on all orders that have a wholesale total of at least \$20.00 excluding taxes and shipping.
2. Perks Points will be earned on the wholesale price of the entire order excluding taxes and shipping. The Points earned will equal 10% of the wholesale cost of the order. For example, if the wholesale cost of the order excluding taxes and shipping was \$100.00, the Loyal Customer would earn 10 Points.
3. The Loyal Customer must receive an auto-shipment order with a minimum wholesale value of \$20 for a minimum of six (6) consecutive months to be eligible to redeem Perks Points. If the Loyal Customer cancels their auto-shipment before the six-month minimum has been met, all Perks Points will be lost.
4. After twelve (12) consecutive months of receiving an auto-shipment order with a minimum wholesale cost of \$20, a Loyal Customer will receive 100 free Perks Points.
5. Perks Points may be redeemed any time after the 6th consecutive month of auto-shipment orders has been made.
6. Perks Points may only be redeemed by calling Customer Service and placing an order. Perks Points may not be used for taxes or shipping costs. Taxes and shipping costs will be based on the wholesale value of the order.
7. When redeeming Perks Points, one Perks Point is equal to \$1 in product cost.
8. There is no cash value for accumulated Perks Points.
9. Perks Points will be calculated on official orders only. Returned orders will subtract from the Perks Points total.
10. If a Loyal Customer cancels their autoship after becoming eligible to redeem points, they have thirty (30) days to redeem any available Perks Points. All Perks Points remaining after the thirty (30) days will be lost.
11. Loyal Customers cannot earn Perk Points if living in same household as enrolling distributor.

PLEASE NOTE: Loyal Customers can purchase product for personal use only and cannot resell the product for any reason. Only It Works! Global Distributors are authorized to sell product. Customers found to be selling product will immediately have their rights to buy product terminated.