New Independent Consultant Guide

With the Arbonne Advantage, every day you’ll reap the rewards of reaching out to others — helping them feel healthy, look beautiful, and be passionate about making Arbonne part of their lives as well.

It’s your time to go for it … and get more out of life.

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Step 1
Become a Product of the Product

You use and love Arbonne’s superior, botanically based products — and it shows! Now that you’ve experienced the Arbonne Advantage, it’s time to share it with others.

When You’re “In the Know,” It Shows

Testimonials, such as word-of-mouth, are the best form of advertising. We call this becoming a product of the product. It’s for this reason that Arbonne offers new Independent Consultants several opportunities in their Start Month, plus the following month, to purchase products at special savings. Arbonne also offers special product sets available at any time, for convenient ordering and even greater savings over the Independent Consultant purchase price. This way, you can experience the products for yourself, use them for demonstrations, or sell them for a generous retail commission. The natural act of sharing what you love builds your Arbonne business through more product sales.

Sharing your personal experience about the Arbonne product lines is the foundation for success in your business. The more you use Arbonne products, the more your confidence in the company will grow as you see and feel long-term results.

Earn an Income

While you remain active in the business and maintain your Independent Consultant status.*

- Enjoy a 35% discount off the suggested retail price (SRP) on all products.
- Receive a 35% retail commission on all orders you sell to Clients at SRP.
- Receive a 15% commission on the Retail Volume (RV) placed by your Preferred Clients.

*To maintain Independent Consultant status, you must have a minimum of 1,200 Personal Qualifying Volume (PQV) in each rolling 12-month period. Your PRV includes your orders plus your Client and Preferred Client orders. Please see the Arbonne SuccessPlan for full details.

Sharing your personal experience about the Arbonne product lines is the foundation for success in your business.
Incentives & Product Specials*
To help you become a product of the product, while propelling your business-building efforts forward, Arbonne provides product specials to help you generate sales.

Incentives
Earn activity incentives and receive special Arbonne rewards. Be sure to visit the Independent Consultants section of arbonne.ca to stay informed about Arbonne’s current incentives.

Product Specials
To help you achieve the highest product sales possible, Arbonne offers a variety of specials, including:

New Independent Consultant or Preferred Client Free Product
Enjoy a free product, up to $120 SRP value, when you accumulate 150 PQV in your Start Month with Arbonne. Your new Preferred Clients who purchase $180 SRP in Arbonne products in their Start Month also may select a free product from a list of Arbonne products.

Right Start Value Pack
Arbonnize your home with the RSVP. With an RSVP, you can select an RE9 Advanced Set and other Arbonne products (excluding products that do not carry QV) that together amount up to $840 SRP of products, including an RE9 Advanced Set, for $420 in your Start Month or next month. Achieve 1,000 PQV in your Start Month, plus your next month, and qualify to earn the RSVP2 — an additional $840 SRP of products for an additional $420, also available in your Start Month or the next month. And remember — helping others Arbonnize their homes comes with rewards! When you personally sign up a new Independent Consultant to whom you sell an RSVP, you earn a $60 bonus — the upline District Manager will simultaneously earn a $30 bonus (if you are the upline District Manager, then you will earn $90). RSVP purchases carry 350 QV.

PC Ultimate Value Pack (UVP)
Arbonnize your Preferred Clients with the UVP. With a UVP they can select Arbonne products (excluding products that do not carry QV) that together amount up to $390 SRP for $240 in their Start Month. When you personally sign up a new Preferred Client who purchases a UVP, you earn a $30 bonus.

RSVPs and UVPs are also available to Independent Consultants or Preferred Clients in their renewal month. Renewal RSVPs and UVPs do not pay a bonus to the upline.

Twice as Nice
Receive a complimentary product from a list of Arbonne favourites when you accumulate 150 PQV on your second order, in your Start Month or the next month.

Purchase with Purchase (PwP)
Enjoy discounts on select products when you purchase.

$300 SRP Special — $120 SRP for $24
Enjoy up to $120 SRP of product for $24 with every $300 SRP order increment.

Arbonne Special Delivery™ Voucher
Sign up for Arbonne Special Delivery and receive your favourite Arbonne products shipped to you automatically every 30, 45, 60 or 90 days. Plus, consistent Arbonne Special Delivery orders are rewarded every six orders with vouchers good toward product.

* PwP, $300 SRP Special — $120 SRP for $24, and Monthly Promotions do not carry RV or QV and therefore are not included in the volume used to calculate commissions and overrides, maintenance or qualification requirements.

The Arbonne products have never been better ... and the opportunity to sell them can result in a better life for anyone who chooses to join Arbonne. This is the Arbonne Advantage!
Order Your Products

Take advantage of the great product offers and incentives designed to help you build your business.

Have Products Available for Sampling and Demonstration

- Whether you are demonstrating products at a Group Presentation, sitting down with a prospect at a One-on-One meeting or simply handing out a product sample to someone you meet, prospects love to feel, smell and see what they buy. Walk your prospects through the product benefits … and always follow up!

With your Arbonne ID and Personal Identification Number (PIN) in hand, you have access to the following:

- Business Aids — forms, sample packs, product line sell sheets and more
- Arbonne Boutique — business cards, logo merchandise and more
- Products

Three ways to order with Arbonne

1. Shop Online
   - Log on to arbonne.ca > Shop Online.* Place your order using any of the following:
     - Quick Shop
     - Search (by item name or product name)
     - Browse the online catalogue

2. Call
   Dial one of our Customer Service Representatives to place an order. 1.888.ARBONNE (1.888.272.6663)

3. Fax
   Complete the Product Order Form and fax it directly to the Customer Service Department at 1.866.634.1151. All orders are processed within 24 hours!

*Arbonne Boutique orders are processed separately from product and Business Aid orders placed through arbonne.ca.
Arbonne Special Delivery™

It’s the best in Arbonne convenience. Arbonne Special Delivery (ASD) ships all of your favourite Arbonne products to your doorstep every 30, 45, 60 or 90 days — and you don’t have to lift a finger!

Arbonne Special Delivery offers ...

Flexibility
Choose to have your favourite Arbonne products shipped every 30, 45, 60 or 90 days. Plus easily manage your ASD orders online 24/7.

Convenience
ASD ships your Arbonne products to you, your Clients, and your Preferred Clients, without the worry of having to reorder.

Rewards
1. Virtual Product Vouchers*
   Independent Consultants earn virtual product vouchers for every six consecutive ASD orders in one frequency that are $150+, $300+ or $600+ SRP.

2. PwP — Arbonne Special Delivery-only Purchase with Purchase

3. $300 SRP Special — $120 SRP for $24
   For every $300 SRP order, Independent Consultants can choose $120 SRP of product for $24.

To learn more visit arbonne.ca > Internet Consultants > Tools > Arbonne Special Delivery.

*Earn a virtual product voucher with every six orders in one frequency. Order cycle begins the month your Arbonne Special Delivery order reaches $150+. Arbonne product vouchers are nonoverrideable and cannot be applied to shipping fees. Vouchers are valid for six months from issue date. Vouchers are tracked by Arbonne ID number, are nontransferable and have no cash value. Voucher is virtual and must be redeemed through Shop Online. Voucher is not redeemable through ASD. Qualifying orders will be notified online or by phone operator; an actual voucher will not be received.

The Arbonne Special Delivery Program delivers all your favourite Arbonne products to your doorstep!
Step 2
Set Up Your Office

Open for Business
An organized workspace in your home will help your business grow. Consider the following business needs as you organize your workspace.

- Order personalized business-building tools from the Arbonne Boutique, including your business cards and stationery.
- Establish a separate bank account and perhaps a separate credit card account. This will make it easy to track your Arbonne orders and business expenses once tax time rolls around.
- Set up your voice mail to reflect your new business. Consider establishing a phone line just for your business. If you do use your home line, be sure to have a professional message. For example: “Hi, you have reached the Jones family and Lisa, Arbonne Independent Consultant...”
- A computer is another important asset to your business. Familiarize yourself with the Arbonne website at arbonne.ca, especially the Internet Consultant section. It has many business-building benefits, including:
  - Arbonne WebStats to track your orders and sales volume
  - Arbonne University online training and Arbonne Learn & Burn™ weekly audio training

The MyArbonne.ca Website Program — In addition to selling products and sponsoring online, you’ll get an email account.

Organize Your Arbonne Home-Based Business
- Arbonne offers a variety of business aids to help keep your business on track.
- Set aside an area for assembling product orders for distribution. Everyone organizes differently — just be sure you can locate everything you need, when you need it. Having a separate and organized area to manage your business will keep your business on track! Ask your Sponsor and upline leaders for helpful hints about setting up an office at home.
Step 3
Take Your Business to the Next Level

Ready to Take Your Business to a New Level?

At Arbonne, we provide you with the tools, training and support necessary to grow your business.

Take advantage of the Strong Start Program, business-building incentives, online training programs and events to get your business off to the right start. You’ve got what it takes and we’ve got the tools you need to make it happen.

arbonne.ca

Log in with your Arbonne ID and PIN to access everything arbonne.ca has to offer.

Your Arbonne ID and PIN allow you to:
- Log on to the Internet Consultant section of the website
- Purchase products and business aids
- Purchase logo business tools from the Arbonne Boutique
- Register for all Arbonne corporate events
- Sign up new Clients, Preferred Clients and Consultants
- Access Arbonne University online training and Arbonne Learn & Burn™ weekly audio training
- Access product knowledge information
- View WebStats

Your Arbonne ID and PIN are the keys to the online world of Arbonne. Make sure to keep them handy at all times!
Forms
From ordering products to sponsoring, forms are an essential part of building a business. Be prepared for your best possible start by ordering or downloading necessary forms at arbonne.ca.

#9513
Arbonne Independent Consultant Application & Agreement
Starting a new business can be both exciting and challenging. The Arbonne Independent Consultant Application & Agreement is an easy-to-use, step-by-step form to sponsor Independent Consultants anytime, anywhere! Be sure to also complete an Independent Consultant Product Order Form to order your team member’s Starter Kit and products. (Only forms purchased online in 10-packs are triplicate.)

#9354
Preferred Client Program Registration Form
This easy-to-use triplicate form makes it easy to register Preferred Clients anytime, anywhere. New Preferred Clients will need to complete this form and pay the Preferred Client Registration fee on the Client order form.

#9507
Independent Consultant Product Order Form
The Independent Consultant Product Order Form is used to purchase and receive Arbonne products for yourself and to order Starter Kits and products for the new Independent Consultants you sponsor. The form is divided into two sections — the top portion for ordering product, the second half for ordering specials, such as PwP items, RSVPs, product sets and business aids. Each line gives a description for completing the shipping, tax and discount information, to determine the total amount due.

#6407
Client Order Form
Be prepared to take orders with the Client Order Form. This triplicate, easy-to-use form provides your Preferred Clients and Clients with a receipt when they order products, and features information about Arbonne’s product guarantee and return policies. Use this form when registering new Preferred Clients to pay the Preferred Client Registration fee.
#9509
**Product Return Form**
Need to return or exchange a product? No problem! If your Client is not completely satisfied, simply fill out the Product Return Form within 45 days of purchase, and refunds will be processed within four to six weeks.

#9506
**Business Entity Registration Form**
If you plan to conduct your Arbonne business through a dedicated business entity, such as a partnership, limited liability company or corporation, you’ll need to complete the Business Entity Registration Form and provide documentation requested by the form.

**Arbonne Price List**
Download and print out the Arbonne Price List, keep it with you as a handy reference for SRP and QV for all Arbonne products.

- Purchase in 10-packs at arbonne.ca > Internet Consultants > Shop Online > Business Aids.
- Available at arbonne.ca > Internet Consultants > Tools > Download Forms.
Business Tools
Give your business a boost! Arbonne business tools provide information and assistance to improve productivity and enhance success. These tools will help you present the Arbonne opportunity and products to those you know and those you meet!

Business Aids
Find forms, product literature, product samples, and much more at arbonne.ca > Internet Consultants > Shop Online > Business Aids.

UpClose
Find the latest information on events, recognition, training and product specials in the monthly UpClose online publication. Available online at arbonne.ca > Internet Consultants > UpClose Online.

Arbonne Boutique
Your one-stop shop for all personalized business-building tools! The Arbonne Boutique brings together a stylish selection of Arbonne promotional items designed to make a great impression and help you build a winning team including business cards, business supplies, invites, branded items and clothing, stationery and Eye on Arbonne success stories. Find these items and much more at arbonne.ca > Shop Online > Arbonne Boutique.

MyArbonne.ca
Create your very own website with MyArbonne.ca. Automate your business by taking product orders 24 hours a day, 7 days a week, and sponsor new Independent Consultants and register new Preferred Clients and Clients online. With your own personal website that links to the Arbonne site, you’ll be able to use the Internet to market and promote your business online. Sign up today — in minutes, you’ll take your business to the next level. Please note: The MyArbonne.ca Independent Consultant website is not available to Clients or Preferred Clients.

Host Rewards
The online Host Rewards Program is a web-based tool that makes it easy to plan Group Presentations and build your business through sales and recruiting activity. It offers exclusive benefits to anyone who gathers friends together to learn about Arbonne and experience our botanically based products. Learn more at arbonne.ca > Independent Consultants > Tools > Host Rewards.

WebStats
This online tool features in-depth business information to help you manage your personal and team activity. Use it to track your Strong Start progress, PQV/QV, SuccessLine Volume, rank qualifications and maintenance. You can also keep track of your downline. WebStats provides data in an easy-to-use format, showing exactly how hard you and your team are working and how much you’re achieving! Visit WebStats online by clicking to arbonne.ca > Internet Consultants > WebStats.

Training
Arbonne Learn & Burn™
Subscribe to the Arbonne Learn & Burn Audio-of-the-Week Program for valuable training tips and motivation from leaders and experts in the Field.

Subscribe online at arbonne.ca > Internet Consultants > Training > Arbonne Learn & Burn > Subscriptions, to receive valuable training on CDs for only $6 a month; or download the audios online, for free, at arbonne.ca > Internet Consultants > Training > Learn & Burn.

Arbonne University (AU)
Arbonne University (AU) was created to bring you the best in training from Arbonne’s top leaders. Enroll with no additional charge at arbonne.ca > Internet Consultants > Training > Arbonne University, and complete each training module. Once you have completed each course, you will be more skilled as you grow your business.

Complete courses in each of these categories:

- Basic Consultant Training
- Stepping Up to Management
- Leadership Training
- The Arbonne Way
- Product Knowledge
- Personal Growth & Development
- Arbonne University Electives

Education and motivation at your fingertips!
Step 4
Get Connected and Stay Connected

Keep in Touch With Your Sponsor and Upline
Your upline is your support in helping you reach your goals! That’s why it’s important to keep in touch with your sponsor, and with others in your organization. Get connected and stay connected with others who are doing exactly what you are doing.

Be sure to share your goals and/or any obstacles you may have encountered. Learn from them and teach others what you have learned. Your network will be there to support you, just as you’ll be there to support others.

You can find your sponsor’s contact information in the Welcome to Arbonne letter you receive via email, along with your Arbonne ID number.

Review with Your Upline:
• Strong Start Incentive and Training Program
• Setting and reaching your goals
• Scheduling your income-producing activities
• Getting connected and staying connected
• Arbonne Business Aids

Even though you’ll be working for yourself, you’re not alone in Arbonne — you have the support of an entire upline to help you get your business off to a strong start!

Strong Start Program
Participate in the Strong Start Program by achieving 1,000 PQV in your Start Month, or the month after, and our system will automatically opt you in. Review the Strong Start Workbook with your Sponsor and upline. This is your opportunity to learn from your upline’s Arbonne experience, tailor a plan that works for you and hit the ground running.

Attend Local, Regional and National Meetings
At arbonne.ca > Internet Consultants > Events > Field Meetings, you’ll find a list of local meetings across the country. Attend as many in your area as you can, or start one of your own! Consider attending Arbonne’s annual Canadian National Training Celebration (CNTC) and Global Training Celebration (GTC) to learn from others and gain encouragement and motivation.

With live training, plus instruction from top Field leaders and leading industry experts, these events are the perfect place to learn everything you need to know about the company, how you can build a successful business right away, and how to share the Arbonne products and opportunity with everyone. Check out all Arbonne events at arbonne.ca > Internet Consultants > Events.

Arbonne Online Community
Want to stay connected? Arbonne has an active online community, and we want YOU to be a part of it!

Stay up to date on all things Arbonne by participating in the conversation! We want to keep you informed and engaged, and all the while, you’ll be helping Arbonne increase brand awareness. All you have to do is participate!

“Like” us on Facebook: www.facebook.ca/arbonne
“Follow” us on Twitter: www.twitter.ca/arbonne
“Subscribe” to our YouTube Channel: www.youtube.com/arbonne
And “Follow” us on Pinterest: http://pinterest.com/arbonnecanada/

Keep in touch and stay informed by attending events.
Congratulations!

Now You’ve Got What It Takes!

Next 4 Steps to Keep Your Business Going and Growing

• 1. Stay in activity. Scheduling, selling and sponsoring grows a healthy business.
• 2. Create your action plan. Set daily, weekly and monthly goals.
• 3. Stick to the plan. Work to reach your goals by scheduling and staying in income-producing activity.
• 4. Stay involved. Get connected and stay connected.

Important Facts About the Arbonne Opportunity

To become an Arbonne Independent Consultant, the only financial requirement is a registration fee. Arbonne recognizes the need for Arbonne Independent Consultants to purchase products for demonstration purposes when launching an Arbonne business; however, “inventory loading” is strictly prohibited and against Arbonne policies. Inventory loading is the practice of purchasing large product orders and acquiring large amounts of inventory that an Arbonne Independent Consultant is unlikely to be able to sell or use within a reasonable time period. Each Arbonne Independent Consultant should work with his or her sponsor or upline to develop an appropriate plan of action for the use of demonstration products.

Arbonne International Distribution, Inc. is a member of the Direct Sellers Association of Canada. The idea to provide skin care products unparalleled in quality and effectiveness developed in Switzerland in 1975, when one man, Petter Mørck, together with a group of chemists, biologists and herbalists, fulfilled his vision and founded Arbonne. Arbonne’s skin care products, based on botanical principles, became a reality in the United States in 1980 and are now shared throughout the world through Arbonne’s network of Independent Consultants. Building on these same founding principles, Arbonne’s product line has since grown to include both inner and outer health and beauty products that are unparalleled in quality, safety, value, benefits and results!

Arbonne offers its Independent Consultants the opportunity to build a profitable Arbonne business. The success or failure of each Arbonne Independent Consultant, like any other business, depends on each Arbonne Independent Consultant’s own skills and personal effort. Owning your own independent Arbonne business requires hard work, dedication, skill and the ability to be self-motivated. Your success as an Arbonne Independent Consultant depends on how well you exercise these qualities — and while Arbonne does not guarantee your success, it can be achieved!

To ensure prospective Arbonne Independent Consultants are informed of the annual financial success rates achieved by all Arbonne Independent Consultants, and not just the highly compensated, Arbonne posts its annual Independent Consultant Compensation Summary (ICCS) at arbonne.ca. The ICCS can also be ordered by calling 1.888.ARBONNE.

While owning your own business presents the opportunity for business-related tax deductions under proper circumstances, you should consult with a tax professional to determine which, if any, deductions your business may qualify for.

All currency is represented in Canadian dollars.
Arbonne is the most fun you’ll have earning a living!

Change your life and the lives of others by sharing extraordinary products and an exciting business opportunity with them.