



## THRIVE LIFE FAQ

*Note: To search this document for specific questions, click Ctrl +F, type in a keyword, and then press Enter.*

### GENERAL

#### **How do I cancel an order?**

If the order hasn't shipped, you can contact Customer Service at 877-743-5373 and request to cancel your order.

#### **How do I see my previous orders?**

Log into your account, click on the Account icon in the top right corner, and select Order History.

#### **Is my order billed in US dollars?**

Yes, regardless of region, all orders are billed in US dollars.

#### **How do I schedule my order for instore pick up?**

Send an email request within 90 days of ordering to [willcall@thrivelife.com](mailto:willcall@thrivelife.com) including order number(s), customer name, pick-up date/time, and pick-up name. Requests must be received before 12 pm MT for next day pickup; any requests received after 12 pm MT will require an additional business day before pickup.

#### **Where do I find the monthly specials?**

You can locate the monthly specials at [www.thrivelife.com/specials](http://www.thrivelife.com/specials).

#### **Why is Thrive Life freeze dried?**

Because it's simple! Freeze drying takes away all the busy work and leaves you with delicious, healthy, and easy food. Everything is cleaned, chopped, and ready to go to save you hours of slaving away in the kitchen. Did we mention it stays fresh significantly longer than traditional produce, so you can cut the waste and your food budget?



### **Is Thrive Life's facility USDA and FDA approved?**

Our production facility is a site to behold! We are a globally recognized Safe Quality Foods (SQF) facility. Food quality and safety is at the top of our priority list, and we conform to a rigorous safety and auditing standards. We are certified by the United States Department of Agriculture (USDA) and the Food & Drug Administration (FDA), which means our facility and products are frequently monitored by these agencies. Our facility is also certified gluten free, kosher, and organic.

### **Can people with allergies and special dietary needs eat Thrive Life's food?**

Yes, and it's easy to find products you will love! On our website, you can search for products by allergy or diet. We also suggest reading all product labels before purchasing. Please note that our allergen-free foods are processed in the same facility as foods that contain gluten, dairy, soy, coconuts, and other food allergens. Our machinery, tools, tables, and work spaces are thoroughly cleaned, sterilized, and tested before each new production run. However, in the interest of the safety of those who have serious food sensitivities, Thrive Life cannot guarantee that trace amounts of allergens will not be present.

### **How long does your freeze dried food last?**

With our innovative freeze drying process we remove almost all water and lock in the nutrients, which means that Thrive foods will stay fresh for a very long time! Shelf life varies depending on storage conditions. Most of our canned products last one year after opening and 25 years before opening—and we do it without adding preservatives! Simple Plate meals last 6 to 12 months from the time they are produced. Snackies last 1 to 2 years unopened. Ruvi lasts 3 months unopened.

### **What's the best way to cook Thrive food?**

Cooking with Thrive Life is easy! To start, purchase one of our Simple Plate meals for a step-by-step guide to whipping up chef-approved recipes. You can also Thrivealize your own family favorites by swapping out store-bought items for Thrive Life products. Just follow the refresh instructions found on the product label. Because most of our products are washed, sliced, and cooked, they cut down your prep and cook time dramatically, so you might want to be thinking of what to do with the extra time you'll have.



## **DELIVERIES**

### **What is the Monthly Delivery Service?**

The Monthly Delivery Service is a recurring delivery program that gets Thrive Life foods to your door as often as you'd like. You have full control of these deliveries, including the products you receive and the ability to skip or cancel your delivery at any time.

### **How do I access the Monthly Delivery Service?**

You can access your deliveries by clicking on the delivery icon (truck icon) in the top right corner of the website.

### **How does the Monthly Delivery Service work?**

When you place an order, you can choose monthly delivery service. This will give you wholesale price and free shipping over \$99. Because it is recurring, the system will copy the items from your most recently processed delivery into your upcoming delivery if left empty, but it will not touch any delivery that you have added items to. You will always receive an email 5 days before a delivery processes to remind you to edit your delivery.

### **Can I order just one time?**

Yes, you can choose this when processing your order or you can set up a monthly delivery and cancel after your first order. If the order is not a monthly delivery, you will be charged retail price and shipping.

### **Can I cancel my Monthly Delivery Service?**

Yes, you have the option to cancel or skip your Monthly Delivery Service at any time.

### **How do I change my Consultant's access to my Delivery Service account?**

In the top right of the website, click the Account icon. Select Account. Select Delivery Settings. Select yes or no under Consultant Access.

### **How do I manage my Monthly Delivery Service?**

In the top right of the website, click the Delivery (truck) icon. Click on Edit Items on the delivery you want to edit. You can also change your delivery date, skip deliveries, or ship now from this page.



### **How do I know when to customize my upcoming delivery?**

You can make changes all the way until midnight before the day it processes. We'll also send you an email 5 days before your order processes to show you what's in your delivery.

### **How many future deliveries can I customize at one time?**

You can create as many future deliveries as you'd like by clicking Add Delivery at the bottom of your delivery management page, and you can customize these deliveries any time. You can change the dates of your deliveries by selecting Change Date next to the delivery date you would like to adjust.

### **What happens if I don't edit my order?**

Because your Monthly Delivery Service is recurring, we'll always ensure you receive your products on your pre-selected delivery schedule. If you choose not to edit your upcoming deliveries, the items from your most recently processed delivery will copy into the next delivery.

### **How do I receive wholesale pricing?**

You can receive wholesale pricing when you order through the Monthly Delivery Service. All one time orders pay retail.

### **What is the heart icon (favorites)?**

You can gather all your favorite Thrive items into one place by clicking the heart icon. This will add the item to your Favorites section for easy access.

### **When are my recurring deliveries filled?**

Deliveries are only filled by the system if the upcoming delivery is empty after your current delivery processes.

### **Can I skip a delivery?**

Yes, simply click Skip Delivery below the Order Summary.

### **How do I manage my Thrive Life account?**

All account settings can be found under your Account. Click on the Account icon in the top right corner of the website. Here you can find general account information, order history, delivery settings, newsletter subscriptions, and more.



## SHIPPING

### **How do I get free shipping?**

Free shipping is offered through the Delivery Service. Your delivery must be \$100 or more to qualify for free shipping. Alaska, Hawaii and Puerto Rico receive discounted shipping.

### **If I qualify for free shipping, is it on all products?**

All Thrive food items are free. Pantry Organizers and Accessories are the only items that don't qualify for free shipping.

### **Can I also get free shipping on one-time orders?**

No, free shipping is only available through the Monthly Delivery Service.

### **When will my delivery arrive at my home?**

Orders usually take 3-5 business days to ship; actual shipping time will vary depending on destination. In cases where some items in the order take longer to fulfill, orders may be held up to 10 business days before shipping. Shipping times may also be affected during periods of high volume sales. Please review our current shipping information at <http://www.thrivelife.com/shipping-and-returns>.

### **How do I view shipping rates for my region?**

Log into thrivelife.com, look in the top right corner to confirm you are on the proper region of the website, and go to "Shipping" at the bottom of the page.

### **Why does my order say "complete" if it hasn't shipped yet?**

The "complete" term means that your order was successfully processed and billed through our system and is now awaiting shipment.

### **How can I track my order's shipping status?**

Once the order has been shipped from Thrive Life, a tracking number will be sent to the email provided, which you can use to find the most current information on where your order is and when to expect it.



### **When will items that are backordered be back in stock?**

We will work as quickly as possible to get these items to our customers. In rare circumstances when it will be a lengthy time before being able to restock an item, Thrive Life will contact those customers and offer a full refund on those items.

### **Who do you do your shipping through?**

Thrive Life does most shipping in the contiguous United States through UPS and in Canada through Canada Post. However, Thrive Life reserves the right to make other arrangements—particularly those that will provide either better outcomes or better costs passed on to our customers.

### **Who do I call for additional information when orders are delayed or backordered?**

For questions relating to a particular order status, please contact Customer Service at 877-743-5373 or [support@thrivelife.com](mailto:support@thrivelife.com).

### **What is the return policy on product that is still sealed or already opened?**

Our return/exchange policies are described on our website [here](#).

### **How can I return my order? Can I do an exchange? Will I be charged shipping? What is the return policy on product that is still sealed or already opened?**

Our shipping and exchange information is detailed [here](#).

### **Where does Thrive Life ship to? Can Thrive Life ship to a PO box?**

Currently we are able to ship to any physical address in the Contiguous United States but are not able to ship to PO boxes. However, we can ship to APO and PO boxes outside of the Contiguous US. We also ship to Canada, Japan, Hawaii, Alaska, and Puerto Rico.

### **Can I set up my order to be shipping with signature required so that it is not left on my doorstep?**

UPS offers a free service called My Choice, which allows you to specify shipping preferences such as signing for packages. You can enroll in this program [here](#).

### **How do I expedite my shipping?**

We are able to accommodate shipping preferences through our Customer Service department. The customer, however, will need to pay a higher shipping fee. Please place your order on our



website, and then call Thrive Life at (877) 743-5373 to specify a shipping option other than the standard shipping.

### **What if I only have a PO Box address, and I live in the Contiguous US?**

You can have your order shipped to the nearest post office. We can't calculate sales taxes without a physical address.

## **PRODUCT AND PROCESSES QUESTIONS**

### **How does Thrive Life ensure the quality of their foods?**

We practice an overarching system called Nutrilock, which utilizes an over 40 step process to ensure every product is our best. This process starts by sourcing the best available raw ingredients or products from quality growers and suppliers who meet our strict standards. We do not source ingredients from countries like companies or countries that do not meet our strict food standards. All our products are inspected and tested for microbiological contaminants and food safety. Our R&D, Food Science, Quality Assurance and Culinary teams work together to ensure the product is both delicious and easy for families to use. Whenever you see the Nutrilock seal on a product, you'll know that this particular product went through additional testing to meet our taste, quality, and nutritional standards. Nearly all of our products are freeze dried in-house so we can keep a close eye on the process from start to finish. Our facility is both USDA and FDA certified and is backed by a certified HACCP program. We also use a third-party food safety auditing firm to evaluate our processes and give us objective feedback. To learn more about Nutrilock, [click here](#).

### **What does it mean if a product doesn't have the Nutrilock seal?**

The 40+ steps a product goes through in order to earn the Nutrilock seal is incredibly strict, and not all products pass with flying colors. However, they still meet our standard for high quality food. If a product doesn't have the Nutrilock seal you can rest assured that the product still exceeds the supermarket standard for freshness, quality, health, and taste.

### **What's the difference between freeze dried foods and dehydrated foods?**

Dehydrated foods are the result of removing most of the moisture from the food. This is done using high temperatures of heat that circulate around the food to remove the moisture. This leaves the food with a longer shelf life than fresh food but an altered shape, texture, flavor, and nutritional value. Freeze dried foods are made when you flash freeze a product and then remove all the moisture from the food using low heat and vacuum technology. This very gentle process leaves the product with a longer shelf life but with the same shape, texture, flavor, and nutritional value.



## **How do you use freeze dried food in everyday cooking?**

There are three ways you can use freeze dried foods in everyday cooking:

**Refresh:** Place the food in a container with the recommended amount of water, then let it sit until soft. Then you can add the food as desired or instructed by a recipe. This method is best for dishes like salads, pies, or enchiladas.

**Throw & Go:** Add dry ingredients to your pan with the recommended amount of water and let the food soften while you cook. This method is best for dishes like curry, stir fry, or soup. You can find the recommended usage instructions on the individual product pages or on the can label.

**Snack:** Grab a Snackies bag for easy snacking on the go, or make your own snack variety by mixing some of your favorite fruits and veggies.

## **What is Nutrilock?**

Nutrilock is a system we use with over 40 steps that ensures the quality of our products. In order for a product to earn the Nutrilock seal, it must pass each step within the process with flying colors. These steps start at the farm, ensuring no genetically modified seeds or crops are used. Our foods are always allowed to grow until fully ripened, leaving the maximum amount of time needed for flavor and nutritional value to fully develop. From there, Nutrilock products are flash frozen within hours and freeze dried in our premier freeze drying facility. Products must continue to pass tests with our R&D, Quality Assurance, and Culinary teams before it's approved for consumption.

## **Is Thrive Life certified by the USDA and FDA, and what does that mean?**

We are certified by the United States Department of Agriculture (USDA) and the Food & Drug Administration (FDA), which means our facility and products are frequently tested by these agencies. These inspectors test for compliance with the Food Safety Modernization Act (FSMA), food certificates, facility test data, lab results, labeling compliance, and more.

## **Are Thrive Life's products HACCP (Hazard Analysis and Critical Control Points) approved?**

Products cannot be HACCP certified product, only processes and procedures. We have a HACCP plan that is updated 2 to 3 times during the year. Our production, plant, and quality manager has also been trained on HACCP and food safety.





### **Are any Thrive Life products SQF (Safe Quality Food) Certified?**

SQF certification is a prestigious certification that only few companies achieve, and we are a globally recognized Safe Quality Foods (SQF) facility.

### **Are any Thrive Life products certified organic?**

Thrive Life has a few products that are certified organic. Our other products are conventionally grown but follow a strict growth, production and quality standard. Products that are Nutrilock certified meet many of the qualifications of organic such as avoiding things like GMOs, artificial flavors, colors, or preservatives. Our produce is triple washed to wash away fertilizers and pesticides and is high in nutrient content like organic products due to our Nutrilock growing and freeze dry practices.

### **What organic products are currently offered?**

All of our organic items are listed under the Organic category in our Shop Groceries page.

### **What is the certification process the organic products go through?**

Our products are certified organic by the USDA. To see detailed information on USDA organic certification requirements and processes, go to <http://www.ams.usda.gov/AMSV1.0/nop>.

### **Will more organic products be offered in the future?**

Depending on demand, additional Thrive Life foods may be added to the organic line in the future.

### **Where does Thrive Life get their food?**

We work hard to find the best tasting food on the planet, like blueberries from Washington and mangoes from Mexico! We only work with suppliers who follow our strict food safety plans to prevent cross-contamination of allergens, and never source from companies or countries that do not meet our strict food standards. In addition, all of our suppliers conform to FDA and USDA requirements. You can find the specific country or countries of origin for each product on the product pages at [www.thrivelife.com](http://www.thrivelife.com).

### **Are Thrive Life's foods ever picked while they're under ripe? What is the time span between when they are picked and when they are dried?**

Some growing standards and best practices require you to pick produce early, so we have a few products that follow these best practices. All of our Nutrilock certified freeze dried foods are field ripened, so they are not picked until they are ripe. The product is quickly frozen within 2-4 hours



of picking, using a process that locks in freshness. Because frozen foods will start to degrade over time, we freeze dry our foods at the optimal time in order to keep its freshness ready for your table!

### **What is Thrive Life's food washed with prior to freeze drying?**

Only sources of pure water are used when washing our produce. Food-grade cleaning products may be used to keep the washing water clean and safe. Only small amounts of these cleaning products are used and no residue remains on the produce. We only use sources that follow the same food safety guidelines that we do, including the FDA requirements. Microbial testing is performed on all products before they are packaged to ensure safety.

### **Where are Thrive Life's foods freeze dried?**

Thrive Life's freeze drying facility is located in American Fork, Utah and is one of the largest freeze drying facilities in North America. Our freeze drying facility was designed by freeze drying experts from around the world and features the latest technology to help get the best product every time. Although nearly all products are freeze dried in-house, a few are freeze dried in a separate facility.

### **What are the steps involved in freeze drying?**

Freeze drying is the process of removing all moisture from a product. This is done in a freeze drying machine that applies low heat and just the right amount of vacuum pressure to release the frozen ice crystals and turn it into water vapor. This gentle process avoids damaging the taste, texture, or nutritional value of the products.

### **What percentage of the food's original nutritional value is kept after it's been freeze dried?**

Freeze dried foods typically have 95% or more nutritional value of their fresh food equivalents. However, all Thrive Life freeze dried foods are ripened on the plant and only picked once they are ready to be cleaned, cut, and frozen, increasing their original nutritional value.

### **After freeze drying, are enzymes still active in Thrive Life products?**

Yes, the enzymes are still active. Freeze drying is a gentle way to dry foods and since only low heat is applied, enzymes are retained in the process.

### **At what temperature are the foods dehydrated?**

Our foods are dehydrated at temperatures between 120-150 degrees Fahrenheit.



### **Why does my product look or taste different than what I'm used to?**

Most of our foods will vary slightly in taste and appearance due to growing conditions, rainfall, or time of harvest. We work hard to match every batch from one to the next, but some variations may still occur. We are also working to improve our food experience as much as possible, which means we'll occasionally switch food suppliers if we find a superior product.

### **Do any Thrive Life products contain artificial colors, sweeteners, or preservatives?**

All Thrive Life foods are free of MSG (an artificial flavor enhancer), artificial colors, sweeteners, and preservatives. Please review each label before purchasing to ensure that you feel comfortable consuming the product. All ingredients are also listed in the nutritional facts on each product page on our website.

### **Are Thrive Life products certified non-GMO?**

All our food is non-GMO verified by our food suppliers.

### **Are Thrive Life products gluten-free?**

Many of our products are gluten free as a result of being a single whole food, like beef or onions. We are now a certified gluten-free facility, and all products that are certified gluten-free have a gluten-free symbol on the product label and online product page.

### **How do you keep gluten-free products separate from products containing gluten?**

We have strict cleaning protocols for any products containing allergens. We thoroughly clean equipment after each run and test and pass the equipment for any allergens before we produce a different product.

### **Do Thrive Life foods contain pesticides?**

Our produce is triple washed to wash away fertilizers and pesticides. Our foods are fully cleaned and tested before they are packaged to ensure there are no foreign particles or contaminants. Products are tested for pesticides and must fall below the EPA's recommended levels.

### **Which Thrive Life foods are free of animal products?**

We do not currently have a complete list of these products; however, all fruits and vegetables are free of animal products.

### **Are there nitrates in any Thrive Life foods?**

No

### **Do Thrive Life vegetables have salt?**

No, all Thrive Life vegetables are unsalted.



### **Are there sulfites in Thrive Life products?**

Sulfites are very rarely used in Thrive Life foods, and we are constantly striving to remove sulfites when at all possible. Please read the labels before consuming any food to ensure that you are comfortable with all ingredients listed.

### **Are there hormones in your meats and are your meat products gluten free?**

Thrive Life's meat products are produced by our partner farmers and do not contain supplemental hormones. In fact, federal regulations prohibit the use of added hormones or steroids in pork and poultry products. The Food and Drug Administration (FDA) has set strict tolerance levels for these hormones and the Food Safety and Inspection Services (FSIS) of the U.S. Department of Agriculture carefully monitors beef for hormone residue. Thrive Life meats and poultry are free of antibiotics used for growth promoting purposes. The USDA allows some specific antibiotics to be used but not within 30 days prior to harvest. Thrive Life meats and poultry are certified gluten free and contain no artificial colors or flavors. The livestock used in Thrive Life meats and poultry are fed traditionally grown grains vs. organically grown grains.

### **How full are the cans filled with product?**

All Thrive Life products are filled by weight, not volume. We weigh and measure every can to ensure that it is filled to the weight on the label. Due to natural variation in produce and the variation introduced from the cycle seasons, we may at times receive produce that has a difference in plumpness from previous crops of the same product. Settling during shipping can also affect volume. This means that our can volume may go up and down at times. However, the customer is always guaranteed to receive a can within our weight parameters.

### **Does Thrive Life use oxygen absorbers or nitrogen flushing to remove the oxygen from cans?**

We use both oxygen absorber packets and nitrogen flushing to remove the oxygen from packaging and prevent bacteria.

### **Is the product affected if the oxygen absorber inside is soft instead of hard?**

No, it does not affect the product whether the oxygen absorber is hard or soft.

### **Do Thrive Life cans contain BPA (Bisphenol A)?**

No, our can liners are BPA free. Both sizes of cans are made of steel and coated with a coating called Epoxy Phenolic Gold to prevent rusting.

### **What is in the lining on Thrive Life cans?**



Our can coating is a food-grade enamel called Epoxy Phenolic Gold for metal cans. This lining does not contain BPA. Both sizes of cans are made of steel and coated with a coating called Epoxy Phenolic Gold to prevent rusting.

### **What's the shelf life of Thrive Life's food?**

Shelf life varies by storage conditions and humidity, but most unopened cans will stay fresh for about 25 years and most opened cans will stay fresh for up to 1 year. The closed shelf life for Snackies in pouches is 2 years and Simple Plate lasts 9-12 months. Ruvii lasts 3 months. In general, products start to lose nutrient content and may degrade in color and taste the longer they are stored. For more information, click [here](#). You can also find the shelf life for specific products on the product pages.

### **Why do some products, like the Ham Dices and Diced Turkey, have a much shorter shelf life once opened than others?**

Shelf life will vary depending on the chemical makeup of the product. For example, food items with a higher fat content, like our Ham Dices, will oxidize faster than products with lower fat content. This will cause the product to smell rancid sooner once the can has been opened. Some food products will also have a shorter shelf life because of vitamins and calorie content that degrades faster than others.

### **What's the ideal temperature and humidity for maximizing shelf life?**

Storing Thrive Life products at a high temperature can significantly increase the rate at which nutrients and vitamins will degrade over time. It's best to store Thrive Life products in a low-moisture area at room temperature or cooler (75 degrees Fahrenheit or lower). As long as the can remains unopened and sealed from humidity, the shelf life will stay unaffected by moisture in the air.

### **What are the effects of humidity on opened products?**

Freeze dried foods will start to absorb moisture from the air as soon as they are exposed to humidity. We recommend minimizing the amount of time the lid is left off a product and ensuring the lid is always tightly secured.

### **Are Thrive Life cans anodized, and what is anodization?**

Thrive Life cans are not anodized. Anodizing is a process used to increase the corrosion and wear resistance.

### **What are the dimensions of our cans?**

Family Size (#10) Cans: 7" tall by 6 1/4" in diameter. Pantry Cans: 5 1/2" tall and 4" in diameter. 6-Gallon Buckets: 18" tall and 12" wide.



### **What if I receive a dented can? Is the product or shelf life affected?**

Cans do not leave our warehouse dented. Each can is handpicked and placed in a box with the appropriate shipping material. If a product arrives damaged it is almost always due to the transit. A box that is struck on the side can damage the cans without leaving a mark on the box itself. We make great efforts to protect the cans, including adding inserts between cans to prevent dents and damage, but despite our efforts, damage does sometimes occur. The food will only be compromised if the can is punctured and oxygen is reaching the contents. A can may be significantly dented and will be useable as long as it is not punctured or bulging. If you have concerns about the safety of your product, please contact our Customer Service team for assistance.

### **How does Thrive Life calculate their shelf life statements and how accurate are they?**

The shelf life of our products are based on studies by Brigham Young University, Utah State University, and the FDA and may vary depending on storage conditions.

### **Are Thrive Life products safe if they've been exposed to extreme heat, such as a fire?**

Discard food that has been near a fire. Food exposed to fire can be damaged by the heat of the fire, smoke fumes, and chemicals used to fight the fire.

### **Do any of Thrive Life's products contain peanuts or tree nuts?**

Yes, there are a few products that contain peanuts and tree nuts. These products are processed and packaged in another facility to avoid cross-contamination. You can see an ingredient list on the label of every product found on the product pages of the website.

### **Are Thrive Life foods safe for people with peanut and tree nut allergies?**

All products containing peanuts or tree nuts are processed and packaged in a separate facility. Our canning and packaging equipment is thoroughly cleaned between each different product according to HACCP food safety regulations. By following HACCP regulations, the USDA and FDA deem our food processing practices safe for consumers with allergen concerns. Always check the product label for these ingredients before purchasing.

### **Can those with a lactose intolerance eat our foods?**

If any of the following words are listed on one of our food labels, it contains lactose: milk, lactose, whey, curds, milk by-products, dry milk solids, and nonfat dry milk powder. Those with lactose intolerances should look for these ingredients on the label before purchasing.



## **VENDORS AND PRODUCT**

### **Why does my product look different from my previous order?**

Sometimes we work with different suppliers and farmers, which means the size and look of our products may occasionally differ.

### **Does the change in vendor affect the quality of my food?**

No, Thrive Life goes through an extensive process to make sure all our products meet our high expectations. We also regularly conduct vendor audits to ensure the quality of our products is consistent over time.

### **Does the change in product size affect the serving size, weight, or quantity?**

This depends on the change (how the product was cut, chopped, etc.) All can labels will match the product inside.

### **Will this affect the taste or color of my product?**

It may. Although change in taste and color customarily vary from crop to crop, we promise that all our products stay true to their natural flavor.

### **Will my product refresh the same as before?**

Refreshing time may differ depending on product size. Refer to your product can for refresh instructions.

### **Will the information on the can match the product that I am now receiving?**

Yes, our label information always matches the product in the can.

### **How will I know which product I will get?**

We sometimes use multiple suppliers and farmers at one time in order to meet the high demands for a single product. Although customers will not choose between each spec, we promise that all our products will meet our high expectations.

### **What do I do if I don't like the new product?**

Refer to our Shipping & Returns Policy at [ThriveLife.com/shipping-and-returns](https://www.thrive.life/shipping-and-returns).

## **NFR SHIPPING: CANADA**



### **What does NFR mean?**

NFR stands for “not for resale.” This means that the program is designed for personal use only, and that any Thrive Life products purchased by yourself cannot be resold to someone else.

### **Does Thrive Life Canada have its own NFR website?**

Yes. You can access Thrive Life Canada at [canada.thrivelife.com](http://canada.thrivelife.com) or [www.thrivelife.ca](http://www.thrivelife.ca).

### **How can I order Thrive Life products in Canada?**

Products can be ordered through the Thrive Life Canada website at [canada.thrivelife.com](http://canada.thrivelife.com), [www.thrivelife.ca](http://www.thrivelife.ca), or through a Canadian Consultant webpage.

### **Can Canada Consultants sponsor US residents?**

Yes. Thrive Life Consultants from the United States, Japan, and Canada can sign up individuals who reside in any of the three countries. This open border policy will allow Consultants to expand their businesses on an international scale.

### **How are Canada Consultants paid?**

Consultants will be paid by Direct Deposit. The exchange rate for commission checks is based on the daily rate at the time when deposit is made.

### **What Thrive Life products are available in Canada?**

Most of the Thrive Life products sold in the US are available in Canada through NFR. Look on the price list or website to see the products available.

### **Are Canada orders charged tax?**

In accordance with Canada tax laws, non-food items are subject to duties. Almost all Thrive Life food items are GST-exempt, but occasionally select food items are subject to GST by Canadian government regulation. Duties and taxes charged up front by Thrive Life are submitted to the proper government agencies.

### **What company ships Thrive Life orders to Canada?**

Various shipping companies may be used, depending on where you live.

### **Can a customer’s order be sent somewhere other than their residence for pickup?**

Yes, this is allowed under the NFR program.





### **Can we ship product to addresses in the United States and bring product into Canada on our own?**

Thrive Life is only responsible for products sent directly from our warehouse to addresses in Canada. We use our own brokers to ensure it is imported properly. If you take product across the border on your own, you will act as your own broker and Thrive Life is not responsible for any duties or taxes that may be assessed.

### **What are shipping rates for Canada?**

You can find this information on the Canada price list.

### **What is the Share & Promote page?**

The Share & Promote page is a social library of beautifully designed social posts, digital assets, PDFs, and an emailing tool to help you reach customers across borders. Please note that due to privacy changes on some Social Media platforms, you will need to download images to your desktop and then post it accompanied with your link.

### **Do we charge taxes and shipping on Thrive Credit orders?**

Taxes and shipping are charged on the wholesale value of the order (before the credit is applied).

### **Can you use Thrive Credit to purchase a Starter Kit?**

No, Thrive Credit cannot be used when purchasing a Consultant Starter Kit.

### **If a customer referral purchases a Consultant Starter Kit, does it go towards Thrive Credit?**

Yes, it does!

### **What is Thrive Credit?**

Thrive Credit is product credit that can be redeemed in your Monthly Delivery Service or one-time shopping cart.

### **How do I earn Thrive Credit?**

You can earn Thrive Credit two ways:

1. Customers can earn Thrive Credit by referring their friends.



2. Consultants can earn Thrive Credit by selling at least \$500 of new volume, by helping their new enrollees earn Fast Track, or by completing the Getting Started training in their first 100 days.

### **How do I redeem my Thrive Credit?**

In the Monthly Delivery Service or one-time cart, click "Redeem Credit" below your Order Summary and enter the amount of credit you would like to use.

### **Does Thrive Credit expire?**

Yes, Thrive Credit will expire 90 days after it was accrued.

## **REFERRAL PROGRAM**

### **What is the customer referral program?**

The referral program is a way for you to find new people through your customers. Customers can share their referral link with others to give them 15% off retail price in the Monthly Delivery Service. The referring customer will receive 10% of the new customer's first order in Thrive Credit.

### **What if a customer orders more than once, will that order be tied to a referring customer?**

No, only the first orders will be rewarded Thrive Credit.

### **What if a customer orders from 2 different referral customer links, will both get the Thrive Credit?**

No, the purpose of the Referral program is to bring new customers to Consultants.

### **Will I be able to refer a customer who hasn't ordered for a long period of time?**

If a referring customer hasn't ordered in over a year they are reset and treated as a new customer.

### **Are my referral customers moved under my account if I sign up as a Consultant?**

No, customers who sign up as a Consultant after they have referred their friends will not receive any of their friends that purchase as customers.

### **Can my customers that I referred before I became a Consultant enroll under me as a Consultant?**

Yes



### **What is the double dip perk?**

An incentive for a customer to refer another customer within 90 days of their first purchase. If another customer purchases through their referral link within that time, Thrive Credit will be issued to the referring customer of the amount of their first personal purchase.

### **Can Consultants use the Double Dip?**

No, Consultants have different ways to earn Thrive Credit. The Double Dip is a way to help Consultants get their customers to refer new customers to them.

## **EMAILS AND NEWSFEEDS**

### **Which groups of people does Thrive Life email newsletters to?**

Our corporate office sends newsletters to all wholesale customers and Consultants who have subscribed to receive emails. These emails will have links to the website of the Consultant each customer is tied to, rather than links to the corporate website. At the bottom of these emails, the customer will also see their Consultant's website and contact info. These personalized emails will only be sent to customers who have opted in to receive newsletters from corporate. Corporate also sends email promotions to our retail customers, who are not connected to Consultants.

### **How can I or my customers tell which emails we are subscribed to or change our preferences?**

Log in and go to the Newsletter Subscription page on your account dashboard to see or change which emails you have opted in to receive. You can also look at your Corporate Newsletter Subscriber report in My Office to see your list of customers and which email lists they are subscribed to.

### **How will wholesale customers opt in to receive personalized email promotions from corporate?**

New customers can opt in to receive Thrive Life newsletters on the [Newsletter Subscription page](#).

### **If my customers opt in to receive newsletters from corporate, what emails will they be sent?**

Customers who opt in will receive an email each month notifying them of the monthly specials. They will also receive notifications when we have sales, as well as announcements of important



updates such as new products. Many of the email promotions we send to wholesale customers will also be loaded into our Email Promotions tool, so you can go there to see what recent emails have been sent to your customers.

### **What is the Email Promotions tool?**

The [Email Promotions tool](#) in the Tools menu of My Office allows you to access the personalized promotion emails that are sent from corporate. This allows you to send personalized emails (with your contact info and links to your Consultant website) to people who have not opted in to our corporate newsletter, such as friends and family, or certain customers or prospects.

This tool is designed to help you send professional-looking promotions from your personal email system, and is not intended for emailing large groups. If your customer database is large, you may want to consider having your customers opt in to receive the corporate emails, or use a third-party emailing system that will allow you to email large groups of customers without being blacklisted.

### **How do I use the Email Promotion Tool?**

Use this tool to choose the promotion you would like to send and select which store you would like the links to direct to. You can then either copy the HTML of the email and paste it into a third-party emailing system that allows you to design emails in HTML, or send the email to yourself and forward it on to your customers. The tool also allows you to pull lists of different types of customers, which you can then paste into your personal emailing system.

### **Do I have permission to email everyone on the lists provided by the Email Promotion tool?**

The customers on these lists have not necessarily given you permission to email them, so make sure you only email people who have given you permission.

### **How do I remove people from the lists provided by the Email Promotions tool if they don't want me to contact them?**

At the bottom of every email provided in the Email Promotions tool, there is an unsubscribe link that will take your customers to the Newsletter Unsubscribe page on their customer account. If they select that they do not want to receive emails from their Consultant, they will be removed from the lists provided by the promotions tool.

### **Why do I need to paste email lists provided by the promotions tool into the BCC field in my personal email program, rather than the regular To field?**

If you do not paste your customer list into the BCC field, each customer who receives the email will see all the other email addresses you have sent the promotion to. This is a serious breach of your customers' privacy. BCC allows you to blind copy your emails so that each customer only sees their own address in the To field.



**When I send an email to myself using the Email Promotions tool, I can't see the images in the email. What's happening?**

Some email systems will not display images from an unknown sender. You may need to click Always Display Images From This Address in order for the images to display. Make sure all images are displayed before you forward the email to your customers, or they will not be able to see the images either.

**What laws are there regarding emails I send to my customers?**

Please refer to the policies of the [CAN-SPAM Act](#) to make sure that any emails you send to customers comply with the law.

## **PRIVATE AND CONSULTANT WEBSITE**

**Do I need a Consultant website, or can I just send customers to the home page?**

You do not need a Consultant website, but it is highly recommended. You can send customers to the home page and they can input your name or ID number to give you credit as an alternative option.

**How do I update my Consultant website?**

To change to a new template, go to the [My Website](#) page in My Office and in the Template drop-down menu, select any of the "Modern" templates and click Update.

**What does the "Not Your Consultant" link on the drop-down menu do?**

This link displays a message explaining whose site you are shopping on and allowing you to choose between Consultants if you are shopping on a site different than the Consultant you are connected to.

**What pages of the website does the Consultant name appear on?**

The Consultant name appears on all shopping pages of the website.

**Can customers contact me, and register as a Consultant from my Consultant website?**

Yes. Customers on your site can contact you or register as a Consultant through your site.



### **How do I link my social media platforms to the profile on my website?**

Your social media platforms can be linked from the [My Website page](#) in My Office. Type in your usernames on this page under Social Media Usernames. Your username is what appears in the URL bar after facebook.com/, pinterest.com/, or twitter.com/ when you're on your account page in that platform.

### **How do I add or change the image that displays on the profile on my website?**

To add or edit your image, go to the [Profile Picture](#) page in My Office and upload a picture.

### **How do I add or edit the story that displays on the profile on my website?**

To add or edit the story that displays in the profile box on your homepage, go to the My Story tab of the [My Website page](#) in My Office and enter your story.

### **How do I send a link to a page on my Consultant website?**

When sending a link to your Consultant website, simply add your personal URL before thrivelife.com or before goruvi.com. For example, if you would like to link to the shop page (thrivelife.com/shop), you would insert your URL into the link as follows: MYURL.thrivelife.com/shop. It is not necessary to include www in the link.

### **How do I send a link to a page on my Consultant website for a certain region (Canada, Alaska, etc.)?**

If you are a Consultant in a region outside the US and would like to send your customers to your Consultant website for that specific region, simply include the region after your personal URL. For example, if you would like to link to the shop page for the Alaska region, you would use the following link: MYURL.alaska.thrivelife.com/shop. For customers in Canada, you may also use the following link: MYURL.thrivelife.ca/shop.

### **Why do I get an error message when I use the link https://www.MYURL.thrivelife.com?**

In order for a site to have a secure SSL certificate (which is what the "s" in https represents), it may have only one subdomain before the main domain (thrivelife.com). Your personal URL is a subdomain, and because the www is also considered a subdomain, if you use both the https and the www, there will be too many subdomains and you will get a security error. To avoid this error, simply leave out the www, which is not necessary as part of the link. The https is also not required as part of the link. The only page that requires a secure SSL certificate is the checkout page on your website, and visitors will be transferred to a secure page when they enter the checkout process, so including the https is unnecessary on all other links.



Because adding the region to your Consultant URL adds another subdomain, links to other regions may not include the www OR the https, or they will have too many subdomains and receive the same error message. Links to other regions should simply use MYURL.REGION.thrivelife.com or <http://MYURL.REGION.thrivelife.com>.

For Canadian Consultants, they may use “.ca” instead of “.com.” This will alleviate many of the problems Canadians experience with their URLs.

### **Can Thrive Life help me with my private website?**

Thrive Life provides numerous resources for building your business through successful home parties. Private websites and online marketing are allowed, but Thrive Life is not able to provide support for establishing, maintaining, or marketing your private website.

### **Can my upline help me with my private website?**

Each successful team leader will be well-versed in the wholesale business model and is responsible for training and supporting their team in this area. Many successful Consultants will have expertise in other methods of marketing and building their business as well, and may be able to help you with your private website. However, this is not part of their responsibilities toward their downline. In addition, keep in mind that website design, site administration, online marketing, blogging, search engine optimization, and other aspects of building an online presence have a steep learning curve. Even if an upline leader can provide direction in this area, you should expect to independently study and learn all that is necessary to build and maintain a private website.

### **Can I sell online exclusively (instead of through home tastings)?**

Yes. There are many Consultants who take this approach. However, it is still recommended that you become familiar with the wholesale business model so that you can effectively train Consultants in your downline.

### **Do I need a private website to be successful?**

No. It is not necessary to have a private website. Your ability to be successful is in no way diminished by not having a private website. We do recommend, however, that you use a Consultant website in order to offer your customers and prospective customers a simple way to order.

### **How can I tell if someone has made a purchase from my Consultant website?**

There are three ways:

1. You will get an email from Thrive Life.



2. Orders made on your Consultant website will show on your Orders page in My Office. Click Completed Orders in the Orders menu to see all your orders, including those made on your Consultant website.
3. These orders will also appear in your Downline Sales Report, which is found in the Tools menu on My Office. Select Customer Regular or Customer deliveries from the Reports details menu bar to see those orders.

### **How do I know when orders placed by customers through the front end are tied to me?**

When a customer is placing a one-time order or sets up a Delivery Service, above the “Place Order” or “Start My Deliveries” buttons it will tell them which Consultant they are connected with. All orders that have been placed and are tied to you will appear in your MyOffice Completed Orders report.

### **Why must my private website be approved by Thrive Life before I can use it?**

Thrive Life is working to build a strong and reputable brand name, so it is necessary that we take steps to protect our name, brand, and reputation. If Thrive Life Consultants develop their own sales aids and promotional materials (including private websites), they may unintentionally violate any number of statutes or regulations affecting a Thrive Life business. These violations, notwithstanding Consultants’ good intentions, could jeopardize the Thrive Life opportunity for all Consultants.

### **How can I get my private website approved by Thrive Life?**

Before you purchase a URL, email it to [compliance@thrivelife.com](mailto:compliance@thrivelife.com). You will also need to email again when your private website design is complete so the compliance department can get the URL and the actual website design and layout.

### **How long does it take for Thrive Life to approve myURL/website?**

You should receive approval within 2–3 business days. However, during very busy seasons it may take longer. Please plan accordingly. Unless the Consultant receives specific written approval to use the material, the request shall be deemed denied.

### **How will I know when myURL/website has been approved?**

You will receive an email notifying you that the URL has been approved.

### **May I use colors similar to my Consultant website on my private website?**

You may use a similar color scheme, but your website cannot mimic the corporate website. It should be obvious that your private site is completely separate from the official Thrive Life website. Any website that Thrive Life determines to be too similar will not be approved.





### **May I use a domain that is a misspelling of the Thrive Life Ruvi domain name?**

No. This is considered mimicking the official Thrive Life website and is forbidden. Any domain name used for the purpose of capturing visitors who misspell or mistype the official URL is not allowed.

### **What is considered a “significant revision” that would require company approval?**

There is no way for us to list all possible answers to that question; however, many private websites are blogs and are updated regularly. These regular updates do not require approval. If you are changing your URL or something very significant about the overall look and feel of your site, you should seek company approval.

### **How often will Thrive Life review my site?**

As often as they deem necessary. You should always be sure your private website is in compliance with all the Online Policies.

### **Where can I find the Thrive Life and Ruvi logo to display?**

You can find logos and other images in the marketing kit on My Office, located in Tools>Consultant Materials>Marketing. Don't forget to include the phrase “Independent Consultant” in your site. You can find a logo that includes this in the marketing kit.

### **Instead of linking to [thrivelife.com](http://thrivelife.com) from my private website, can I link to my Consultant website?**

Yes. You may link to your Consultant website (e.g., [mystore.thrivelife.com](http://mystore.thrivelife.com)) or to the Thrive Life homepage using your Consultant website URL (e.g., [mystore.thrivelife.com/home](http://mystore.thrivelife.com/home)). In fact, you should use one of these URLs for the required link to the Thrive Life website.

### **What are some options for displaying the Thrive Life and Ruvi logo?**

You may include only the logo, or the logo as part of another graphic or advertisement.

### **Why can't I create a job title for myself and list it on my website?**

Job titles (such as “Regional Manager,” “Area Director,” “California Executive,” etc.) may imply certain responsibilities which might appear to be official positions within the Thrive Life corporate office. Thrive Life Consultants do not work for corporate Thrive Life and should not give the impression that they do. In addition, such titles may put other Consultants who do not use such titles at a disadvantage. Independent Consultants do not have exclusive rights to any territory



and may not portray themselves in any way that, intentionally or unintentionally, leads others to believe they have that right.

### **What titles can I include?**

You may include your Consultant rank (Mentor, Director, Executive, Silver, Gold, Platinum, or Emerald.) Consultants are also allowed to list other specific corporate responsibilities, achievements, and activities as expressly approved by Thrive Life. The following have been approved and may be used where authorized:

- Builder Bonus Inaugural Club
- Inspire 100 Club
- Advisory Board [Year] Convention Presenter [Year]
- Convention Workshop Presenter [Month] [Year]
- [City] Training Meeting Presenter [Month] [Year]

### **What are some ways I might advertise my Consultant website or private website that would be subject to these guidelines?**

We cannot list every possibility here; however, anything you use to advertise your Consultant website or private website must meet the guidelines in the policy. A few examples are:

- Pay-per-click ads on permitted places like Adwords, Microsoft AdCenter, or Facebook (pay-per-click ads on Amazon, QVC, Ebay, or any other type of auction site are strictly prohibited).
- Giveaways on your own site or other sites
- Product reviews you sponsor on other websites
- Text or images you have paid other website owners to display that link back to one of your site.
- Free buttons, images, or graphics that others can place on their website that link back to your Consultant website or private website

### **Is there anywhere I can find “pre-made” advertisements that I can use to advertise my private or Consultant website?**

Yes. You can find them at: <http://www.thrivelife.com/socialmedia>. Just make sure you change the URL in the code from [www.thrivelife.com](http://www.thrivelife.com) to your Consultant or private website URL.

### **What is a display URL?**

A display URL is a URL that is actually written out (e.g., [www.thrivelife.com](http://www.thrivelife.com) instead of Thrive Life) and shows anywhere on an advertisement (under a paid ad, on a button, etc.). If a display URL is used in any advertisement, it must be the entire Consultant website URL (e.g., [mystore.thrivelife.com](http://mystore.thrivelife.com)) or a private website URL. It cannot be [thrivelife.com](http://thrivelife.com) or [www.thrivelife.com](http://www.thrivelife.com).



### **How do I notify Thrive Life of a new ad campaign?**

Submit advertisements to [compliance@thrivelife.com](mailto:compliance@thrivelife.com). You must include all graphics and text that will be displayed, including the display URL. In addition, you must include all keywords that will be used for keyword advertisements.

### **What kinds of advertisements receive provisional approval?**

Any online advertisement receives automatic provisional approval upon its submission to Thrive Life. Provisional approval allows Consultants to quickly create and use advertisements for new sales or other time-sensitive events. Advertisements that have not been submitted to Thrive Life may not be used.

### **Can my print advertisements receive provisional approval?**

Print advertisements do not receive provisional approval. You should not print any advertisement without receiving a formal approval from Thrive Life. The approval process typically takes 2–3 business days. By following this policy you will not risk paying for printing costs only to have your advertisement denied approval.

### **Can I receive provisional approval for a domain name for my private website?**

No. You must receive formal approval for all domain names.

### **In my paid ads, may I bid on keywords that Thrive Life ranks for?**

Yes. You may bid on any keyword phrase you like.

### **May I create advertisements that combine or modify images found on the Thrive Life website?**

Yes, but you must submit the advertisement to [compliance@thrivelife.com](mailto:compliance@thrivelife.com). Advertisement images that have not been modified may be used without submitting for approval. Just as with other online advertisements, you receive provisional approval for use upon submission of the advertisement.

### **May I copy and paste text from the Thrive Life website onto my private website?**

Yes, but this may not be in your best interest. You may benefit from modifying the text or changing it to your own words.



### **Why can't I copy another Consultant's blog or website content and images? Isn't that just sharing ideas?**

No. It is plagiarism and is illegal because it violates copyright laws. Plagiarism is defined as using another's hard work for your benefit. Sharing ideas is done with the knowledge and permission of both parties. Most Consultants are very willing to share their ideas when you contact them.

### **How does copying hurt me?**

Copied content decreases your credibility. If you copy content, both your readers and search engines will see you (and the site you copy from) as less credible. One of the most important things that search engines look at is copied content. If your content matches that of another site, you will not show up in search results as easily because you are not seen as a credible source of information on that topic. In addition, it is likely that your readers follow more than one Thrive Life blog. They will not have much motivation to follow you if you are simply copying other sites they are already reading.

### **How will anyone ever know if I copy their website?**

There are programs available that allow website owners to search for copies of their content. In addition, many Thrive Life bloggers make it a point to follow other Thrive Life blogs.

### **What should I do if I really like something another Consultant has created and would like to share it on my website or blog?**

If you would like to copy an entire paragraph, idea, spreadsheet, ad, handout, etc., contact the Consultant and ask for their permission. Even with their permission, you still need to provide a link back to their website on the page or post in which you use their content.

### **What if I only copy a small portion of a paragraph or idea?**

This is typically fine as long as no more than a few sentences are copied. You should also make it obvious that you are quoting someone else by providing a link back to the other Consultant's website immediately before or after the quote. You do not have to seek permission for this.

### **What about using an idea I found on another Consultant's website, but completely changing all text and images and putting my own spin on it?**

You should still give credit (and a link) back to the original source. For example, if another Consultant posted about making ice cream with Thrive and you thought that was an excellent idea and wanted to share it on your private website, you could. But you should actually make the ice cream, take your own pictures, and then write about your own experience. You should



also mention somewhere on the page or post that you got the idea from another blogger and provide a link back to their website.

### **What if I find someone has copied something from my private website?**

Contact the blog owner and ask them to remove it. You may reference these policies. If they refuse, send an email to [compliance@thrivelife.com](mailto:compliance@thrivelife.com).

### **Can I use traffic-redirecting products?**

No, this is strictly forbidden. Consultants should be properly rewarded for their promotional efforts on the behalf of Thrive Life, and Consultants using software programs that replace cookies and tracking codes with their own are potentially stealing other Consultants' commissions.

### **Am I allowed to place links to my Consultant website on my private website?**

Yes. This is completely different from traffic-redirecting products. In fact, it is required to include the Thrive Life logo and a link to the Thrive Life website on your private website. You may use your Consultant website URL to meet this requirement.

### **Am I allowed to place deep links (linking to a specific product) to my Consultant website on my private website?**

Yes. Simply find the product page on the Thrive Life website and add your website address before the "thrivelife.com." For example, <http://www.thrivelife.com/apple-sauce-3824.html> would become <http://mystore.thrivelife.com/apple-sauce-3824.html>.

### **Can customers automatically be linked to my Consultant website (so that I get credit if they purchase) simply because they visited my private website or another website, or read an email I sent without actually clicking on a link?**

No. These are examples of "traffic-redirecting products," "hidden cookies," or "cookie stuffing" and are strictly forbidden. The only way for a customer to be connected to your Consultant website (and for you to get credit for their purchases) is for them to (1) click a link that results in the display of the Consultant website in the main window (i.e., not an extraneous popup window), or (2) type in a URL to reach your Consultant website directly.

### **May I redirect a private URL to my Consultant website?**

Yes, but you may not use a frame, masking, or other methods to display the official Thrive Life website while displaying your private URL. For example, you may have a private URL such as "www.mystore.com" automatically redirect a user to "mystore.thrivelife.com" when they type in [www.mystore.com](http://www.mystore.com), but this must result in the user viewing "mystore.thrivelife.com" in the main window.



**Can I leave links to my Consultant website or private website in a post or comment I make on Thrive Life’s Facebook (or other social media) page?**

No, this is not allowed.

**Can I comment and post on Thrive Life’s Facebook page as my private Facebook page (as opposed to with my real name or personal account)?**

You may post comments as your “business” or Thrive Life Facebook page, but you may not include wording or links to promote yourself as a Consultant or to draw traffic to your private website or Consultant website. This rule applies to all corporate social media outlets.

**Where do I find the Wholesale Price List?**

The Wholesale Price List is available on My Office in the Resource Center in the Tools menu. It is located in the Price Lists tab.

**How do I keep my pricing up to date with the most current price list? I have pricing on almost every post and I post many times a week. There is no way for me to go back and change all those posts every time the price list changes.**

Include something similar to the following on each post that has prices in it: “The prices on this page are current through February 2018. For an updated price list, please contact me.”

**May I offer special promotions such as free shipping or free product to readers of my private website?**

Yes, as long as the purchase price for the items they are buying is not lower than wholesale price.

**There are some products that are only available to certain customer types or through Consultants. Can I mention or sell these on my private website?**

Yes, you simply need to make it clear to your readers/customers that they will need to contact you directly to order those items. They will not be able to find them on your Consultant website.

**Can I add people to my email mailing list (or prospect list) without their express permission?**

No. This includes those who sign a sheet at an expo or tasting but do not purchase from you or mark that they are interested in being added to your list. They must specifically opt in to be included on your list by checking a box, filling out an online form, etc.



### **Can I add people to my customer list without their express permission?**

No. This includes those who sign a sheet at an expo or tasting but do not purchase from you or mark that they are interested in being added to your list. They must specifically opt in to be included on your list. Remember, each list is different and requires a separate “opt in” selection.

### **Can I add someone to my customer list if they have previously purchased from a different Consultant?**

If a customer is already tied to a Consultant then you will not be able to add them to your customer list. There are a few ways you can still tie this customer to you:

- Have the customer call Customer Service and have them tie the customer to you.
- Have this customer create a Delivery Service and select you as their Consultant during set up.
- Have this customer sign up as a Consultant and have them select you as their Consultant during sign up.

### **I can't think of anything I could do to harm another Consultant's online business. What are some examples?**

This could include (but is not limited to) the following

- Clicking on advertisements paid for by other Consultants, including but not limited to ads that appear in places such as search engine results, Amazon.com, or Facebook.com
- Writing negatively about other Consultants.
- Copying website content from other Consultants without prior written permission
- Posting comments on another Thrive Life Consultant's blogs or websites with links to your own Consultant store or personal website in the body of the comment
- Leaving links to your Consultant store or personal blog or website on another Consultant's social media pages, posts, or comments
- Advertising or requesting to advertise on a website that is already displaying another Consultant's ad(s).
- Quoting or promising to beat another Consultant's price or deal

### **How do I know an advertisement is a paid advertisement?**

In search engine results, paid ads will typically appear at the very top of or to the right of the non-paid results. They will usually have the word “Ads,” “Sponsored,” or something similar somewhere near them. On sites like Amazon, paid ads will appear below the search result or inside your cart, among other places. They will also have words like “Ads” or “Sponsored” near them. On Facebook, ads will most often appear to the right of the news feed under the word “Sponsored.” Ads may also appear in emails or within other blogs and websites. These ads or often graphic images may not include tags such as those discussed previously.



### **How do I know a paid advertisement is being paid for by another Consultant?**

Often the display URL will show their Consultant website or private website URL. Web browsers often display the URL while hovering over the link or graphic with the mouse.

### **How does clicking on such ads hurt the other Consultant?**

Each time a paid ad is clicked on, the Consultant must pay money to the owner of the website on which the ad is being displayed. Because you will not be purchasing from the other Consultant, they pay for no reason when you click on their ad.

### **Can I leave a link to my Consultant website or private website in the text of a comment I leave on another Consultant's private website?**

No, including a link in the text of a comment is not allowed.

### **How can I hyperlink my name back to my Consultant website or private website when I comment on another Consultant's private website?**

Website owners can choose to allow or disallow a "name/URL" option for those who comment on their website. If this option is available on a Consultant site that you visit, you may leave your name in the "name" field and a link to your private website in the "URL" field when commenting. You may not leave a link to your Consultant website in the "URL" field.

### **Can I leave a link to my Consultant store or private website on other Consultants' social media pages, posts, or comments?**

No, this is not allowed.

### **Can I comment and post on another Consultant's Facebook page using my private Facebook page (as opposed to using my real name and personal account)?**

You may post comments as your "business" or Thrive Life Facebook page, but you may not include wording or links to promote yourself as a Consultant or to draw traffic to your private website or Consultant website. This rule applies to all social media outlets.

### **May I compare Thrive Life to other companies and their products on my private website?**

Thrive Life strongly recommends avoiding this practice. Thrive Life products are of the highest quality and can stand on their own merits. Discussing other companies and products often serves as advertising for those companies and may be counterproductive. Consultants should promote the quality of Thrive Life products and programs without discussing other companies.





## **CONSULTANT QUESTIONS**

### **What is a Thrive Life Consultant?**

We like to reward our loyal fans for sharing, but instead of giving them a measly coupon for spreading the word, we give them cold hard cash! These are our Thrive Life Consultants, and they're filling their wallets by sharing Thrive food. To learn more about Thrive Life Consultants or to join the fun, visit [thrivelife.com/jointeam-learnmore](http://thrivelife.com/jointeam-learnmore).

### **What is expected of Thrive Life Consultants?**

In order to qualify for a commission paycheck, Thrive Life Consultants are only required to purchase a one-time starter kit and have a personal purchase of at least \$50 every month.

### **Do Thrive Life Consultants receive any special discounts?**

Thrive Life Consultants have the opportunity to earn free product in addition to earning commission. Visit [thrivelife.com/jointeam-learnmore](http://thrivelife.com/jointeam-learnmore) for more details. In addition, Consultants earn 5% in commission on their own delivery orders over \$50.

### **How do I become a Thrive Life Consultant?**

You can register to become a Thrive Life Consultant on our main website. The only requirement for Thrive Life Consultants is to purchase a starter kit.

### **What training is available through Thrive Life for Consultants?**

The very best resource available to new Consultants is the Getting Started training program, which teaches the principles and behaviors used by our most successful Consultants. Every new Consultant who completes Getting Started gets \$50 in Thrive Credit. Getting Started is accessible in the Training menu at the top of the dashboard in My Office (<http://www.thrivelife.com/gettingstarted>). My Office also has FAQ sheets, training videos and tutorials, and our policies and procedures. Consultants should also make arrangements with their enroller for training. The company also does training videos through Facebook Live, and yearly events to provide motivation, networking opportunities, and product and business training.

### **If I sign up to become a Consultant and choose the least expensive starter kit, can I upgrade later?**

No, you will not be able to exchange your starter kit, but with the Monthly Delivery Service, you can easily add items to your deliveries that will help you grow your business and find success in the kitchen.



### **What if a Consultant I sign up is already signed up on the Delivery Service under someone else?**

Their delivery will be moved to the Consultant they enrolled under.

### **How do I order more catalogs, flyers, etc.?**

Consultant materials can be ordered the same way as other orders. Prices and ID numbers for these materials may be found in the Consultant Materials Price List in the Resource Center in My Office. There is also a category in the Monthly Delivery Service for Consultant Materials.

### **If I sign up to be a Consultant and decide this isn't for me, can I get my money back?**

Yes, you may return unused items from your starter kit and any other products purchased according through our regular returns and exchanges policy. This policy can be found at <http://www.thrivelife.com/shipping-and-returns>. The ASAP payout bonus will be adjusted from your commission, and your Consultant account will be deleted.

### **How does the commission plan work?**

Getting Started discusses the commission plan in detail. Information can also be found at [thrivelife.com/jointeam-learnmore](http://thrivelife.com/jointeam-learnmore).

### **What is the Builder Bonus and how do I qualify?**

The Builder Bonus allows you to earn double the payout percentage on starter kits and first month delivery sales by earning at least 8 points in a given month. Earn 2 points for every new Consultant enrollment and 1 point for every delivery that processes (deliveries must be a minimum of \$50 to qualify).

### **What customers are considered new Delivery Service customers?**

A new customer is considered a new Delivery Service customer when they set up a Delivery service for the first time and process their first delivery. If a customer has not processed a delivery or one-time order in one year then their Delivery Service will be cancelled and they'll be eligible to set up a new Delivery Service. When they do this, the Consultant will earn commission on their new Delivery Service in the same pattern as all new Delivery Services. To learn more about earning commission on new Delivery Services, [click here](#).

### **What is the payout structure and three leg requirements for the Emerald Rank?**

To qualify for the Emerald Rank, you must build three downline legs that have at least one qualified Gold or higher rank, besides you, within your first 6 levels. The Gold or higher is



considered qualified if there is no Gold or higher rank above them in their upline. You will be paid 2% commission on the first three levels and 0.5% commission on levels 4-6.

**Are my personal sales a part of my team sales?**

Yes, your personal sales are included in your team sales amount.

**How is commission from deliveries determined?**

When a customer signs up on the Monthly Delivery Service, you'll receive 10-14% on their deliveries within their first month in your commission check. During their second and third months, you'll receive 10% on all of their deliveries in your commission check.

All recurring deliveries after the first three months will be paid to Consultants at 5%. On a Consultant's own Monthly Delivery, their upline will earn 5% on the first \$50 of they will earn 5% on the remaining order amount.

**Is there a limit on commission paid for the Monthly Delivery Service?**

Yes, total delivery volume during the first month on the Delivery Service will determine the exact payout percentage, but that initial 10-14% payout only applies up to \$300 on each customer or Consultant delivery during their first month on the Monthly Delivery Service. Anything above that will be paid out at 10% like any one-time order.

**Do I get rewards for making purchases aside from my personal Delivery Service?**

You will receive a 10% commission for everything you buy in addition to your Delivery Service. These purchases contribute to your monthly personal sales total. However, one time purchases will be charged at retail price as well as shipping.

**What is the time period that my commission is calculated from each month?**

All monthly sales are calculated from 12 am on the 1st of the month to 11:59pm on the last day of the month (Mountain Time).

**When can I expect my commission check/direct deposit to arrive each month?**

Commission will be deposited on the 15<sup>th</sup> of the month following the commission period.

**How many levels of my downline do I receive commission from?**

A Consultant can receive commission on up to six levels. The actual level is determined by the sales rank achieved in a particular month. Details on this plan are contained in [thrivelife.com/careerplan](http://thrivelife.com/careerplan).



**At what subtotal do I need to process my personal purchases in order to receive commission at a certain rank?**

This requirement is described in our career plan chart, which you can find either in My Office or at [thrivelife.com/files/materials/Career-Plan-Chart.pdf](http://thrivelife.com/files/materials/Career-Plan-Chart.pdf).

**What if I achieve a rank advancement to Executive or above, and my personal purchases were only at \$50? What do I do to meet the needed requirement?**

You will need to process another order to qualify. For future months, you'll want to increase your delivery subtotal or cart orders to the specific rank requirements to maximize your payout.

**How do I know if there is a Consultant contest going on?**

There is typically a promotion or contest in progress. Contests will always be announced through email, newsfeeds, or text. Links to current contests or promotions are located on the My Office dashboard.

**If I see errors showing up online with commissions, double dips, etc., who should I contact to get them fixed?**

Contact the Customer Service department at [customerservice@thrivelife.com](mailto:customerservice@thrivelife.com) or by calling 877-743- 5373.

**Do I get commission on orders from my new Consultant website even if the customer hasn't logged in?**

You will receive commission on all orders placed on your personal website, whether the customer logged in or not.

**What is compression, and how does it work?**

Compression allows Consultants to maximize their commission each month. When commissions are calculated, any Consultants that are not active (don't have a purchase) that month are removed from your downline sales reports. The Consultants directly under them are moved up one level for that month. If one of your level 1 team members was not active, the level 2 member directly under them will be moved into the level 1 position for commission payout, the level 3 team member will be moved into the level 2 position, and the level 4 team member will be moved into the level 3 position. When viewing your downline sales report, you can select between the compression view and the non-compressed view.

**What is considered "commissionable volume" for the 2% Premier Pool?** Everything except for shipping costs, Thrive Credit, and marketing materials.



**If a customer purchases a one-time order at retail price, will I be paid commission on the total amount they paid?** No, commission will always be paid at the wholesale price.

**Are Consultants allowed to create additional customer accounts to take advantage of Referral credit?** No. The new commission opportunities are taking the place of Consultants receiving free product for personal sales. Tying orders to people that didn't truly refer them to you will compromise the improved career plan.

**Is product credit considered income when reporting to the government?** Yes, all product credit earned by Consultants is considered income at the wholesale value.

**What do Consultants do if they don't want to pay for a website?** It is highly recommended to have your own Consultant website to ensure all of your contacts order from your link and you don't lose any commission. However, Consultants can ask their contacts to input their Consultant ID or email when going to the corporate homepage to place an order and they will receive credit.

**What is the benefit of using a personal Consultant website?**

Contacts who would like to purchase from you without participating in a tasting can be directed to your website to make purchases on their own, and you will receive full commissions on purchases or deliveries they make through your website.

**How do I set up my personal Consultant website?**

See our [Consultant Website Setup](#) tutorial for direction on how to set up and manage your Consultant website.

**Can I send people to the Thrive Life website and to the Ruvi website using my personal URL?**

Yes. Use the name you set up with either website. For example kate.thrivelife.com or kate.goruvi.com

**How does a customer know that they are shopping on my Consultant Website/under my name?**

Your name will be displayed in the upper right hand corner next to the region.

**What if a customer is shopping under the wrong Consultant?**

The customer can either type your Consultant URL into the search bar, or they can click on the Consultant name and click Not Your Consultant? in the drop-down menu. If their customer account is connected to you, a popup window will appear with two options to choose from: the Consultant they are currently shopping under and the Consultant they are connected to. If they



choose you, the site will reload on your Consultant website, and your name will appear in the top right-hand corner.

**Will my customers see the popup even if they have a pop up blocker on their browser?**

Yes, pop up windows within the website are not disabled by popup blockers.

**If a customer is connected to me, why can they order from other Consultants?**

A customer is only connected to one Consultant, however, customers can make one-time orders with another Consultant and the one-time order will be tied to this other Consultant without disconnecting the customer account from the original Consultant.

**How do I know whether a customer's order is connected to me?**

If a customer's order has been connected to you then their order will appear in the Completed Orders tab in My Office.

**Where do I log in to the My Office Consultant admin website?**

You can log into My Office by going to [www.thrivelife.com/myoffice](http://www.thrivelife.com/myoffice).

**Can I do shows, fairs, booths, and carnivals to sell as a Consultant, and what is the policy on doing so?**

Consultants are free to participate in events like these, but at their own cost. Be sure to follow local laws and regulations.

**What do I, as a Consultant, need to do in order to set up and have a booth at a venue?**

A Consultant must pay for the booth fees and any additional samples, and supplies, needed.

**What do I do if my enroller isn't active anymore?**

If you need assistance and your enroller is no longer active, you can get help from the next level of your upline. You can find contact information for the first three levels of your upline on the dashboard of My Office. Your upline will be displayed on the lower left-hand corner.

**Can I repackage and sell the product in smaller sizes at a tasting?**

No, this is prohibited. However, if you would like to create small sample packages, you may do so for free. You cannot charge for these samples.



### **How do I earn leads from the company?**

You can earn company leads by hitting a new rank OR earning the Builder Bonus in a single month.

### **How do I enroll a Consultant under me?**

You can enroll a Consultant under you by going to My Office. Under Quick Links, click Add Consultant. You will then be guided through a process to add your customer as a Consultant under you.

### **Is there a limit to how many Consultants I can sign up under me?**

There is no limit as to how many level 1 team members a Consultant can sponsor.

### **How do I change my personal information (address, email, phone) after I've signed up as a Consultant?**

Select My Profile from the dropdown menu under your name in the menu bar on My Office. From here, you can edit your account and contact information.

### **What happens to me as a Consultant if I don't have a purchase for a month?**

You will still be a Consultant. However, you will not qualify for commissions on any month that you do not have personal purchases of at least \$50 in commissionable product. If you don't purchase for 6 months, your account will be terminated.

### **Do I keep inventory as a Consultant?**

Consultants naturally keep a large supply of food because they love it! However, they do not have to store inventory for customer purchases. The company will ship directly to the customer.

### **How do I email Customer Service, and who is receiving my emails?**

The Customer Service address is [customerservice@thrive.life](mailto:customerservice@thrive.life). Emails are received and responded to by a dedicated team who is keenly interested in helping each customer have a positive experience and each Consultant be successful.

### **How long should I wait for a response before I call in to the office to follow up?**

If you have sent an email, you will receive a response in the order that email correspondence is received. If a particular issue is going to take an abnormally long time to address, then the Customer Service team will notify you of this situation. If you do call in and have your issue resolved, it is helpful to everyone if you respond to your ticket notification and indicate that the



issue has been resolved. This helps eliminate the duplication of effort and of errors caused by multiple people working on an issue independently of one another.

### **Where can I find the latest price list, and how often does pricing change?**

Consultants can find the price sheet in the Resource Center under Tools in My Office. New price lists come out bi-annually and are announced through email, social media and a newsfeed found in My Office. Any pricing changes made between price lists will be minor and will be added to the Price List Addendum and announced to Consultants through the newsfeed in My Office.

### **What are the different pricing levels that are offered to customers?**

There are only two "levels" of pricing. Retail price is given for purchases not made under a Consultant, or on one-time cart orders. Wholesale price is automatically given to customers who place a delivery order under a Consultant. This encourages people to order through a Consultant to get the best pricing available.

### **Why are there two prices on the price lists?**

One price is the full retail price and the other is the wholesale price. Retail is used to show the discount to customers.

### **Where can I find the products that are on special each month?**

Each month's specials are put on the Price List Addendum. Additionally, flyers highlighting the specials are available in the Resource Center in My Office.

### **If I set up a Monthly Delivery Service customer on the main website instead of My Office, what pricing will they get?**

If they go through your personal website, they will get the wholesale pricing. If they go through [thrivelife.com](http://thrivelife.com), they can enter in your information at checkout for them to receive wholesale pricing.

### **Is it cheaper to buy products by the case?**

Case orders receive a 5% quantity discount, as opposed to ordering 6 separate Family Size cans.





**Why should I encourage my customers to join the Monthly Delivery Service instead of just doing one-time orders?**

The Monthly Delivery Service was designed to help you build a sustainable income. The hardest part of any business is finding loyal, repeat customers. The Monthly Delivery Service is also the only way customers can get wholesale pricing and free shipping. Getting loyal customers on the Monthly Delivery Service will help you build an income and increase your rank.

**Is there a minimum length of time I must stay on the Monthly Delivery Service?**

No, customers can have as few or as many deliveries as they choose. Consultants, however, must have personal purchases in the Delivery Service and/or one time cart of \$50 in commissionable product or more to receive their commissions each month.

**Do Consultants have access to their customer's Delivery Service?**

Yes, but only if the customer has given them access. Once this is done, Consultants will have full access to their customer's Delivery Service besides payment information.

**Where do I find more information on the Monthly Delivery Service?**

Monthly Delivery Service FAQs are provided within the Delivery Service and in My Office to help with specific questions.

**How do I know if an order has been placed or shipped?**

When you have completed placing an order on the web, a confirmation email will be sent to the email address provided. Also, on your customer dashboard at [thrivelife.com](http://thrivelife.com), you can see if it is processing or shipped. If you are checking on a tracking number for a customer's order, go to Order>View All Orders. Click on the order detail and it will display the order status. If it has shipped out, you can select Track Order.

**What should I do if I enter a credit card and it gives me an error?**

Before re-submitting the order, please check your sales report to see if the order did actually process. If there are further questions, contact Customer Service at Thrive Life.

**Can I pay with a check?**

Yes! Make the check out to Manual Orders and mail it to 691 S Automall Drive American Fork, UT 84003.



### **Why do we charge the card before the order ships?**

For security purposes, we do not store credit card information. Currently we do not have a way to charge a card after an order has been placed.

### **When customers write out checks, who do they make them out to?**

Please have customers make out any checks to Thrive Life. You will send the checks to Customer Service, and they will manually input the orders. You can also have them pay you as the Consultant, and you can put their order in with your credit card.

### **How is sales tax calculated?**

Tax rates are determined by states, counties, cities, and other municipalities. Our [tax calculator](#) in My Office can show you what the tax rate would be according to your address.

### **Why do I/my customers have to pay sales tax?**

Since Thrive Life products are being sold by Consultants throughout the United States, we are required to charge sales tax due to nexus laws.

### **Is shipping taxed?**

Tax rates are determined by your location, so some areas do require a tax on shipping. Please check your local area's tax table to find out if the shipping tax would apply to you.

### **What is the tax rate on a package that includes non-food items?**

If your package includes any non-food items, the whole order will be taxed at the non-food rate.