



## Welcome to ROOT Prime Subscription

ROOT Prime Subscription (RPS) is a loyalty membership program designed to provide rewards and special services to our Customers and Ambassadors who subscribe to receive their selected products automatically shipped every 30 days. Your ROOT Prime membership is activated upon your first ROOT Prime Subscription (RPS) order.

As a ROOT Prime subscriber, you can be confident you will have your favorite products on hand continually. ROOT's products help people globally with solutions that protect and provide what their bodies need for full body health. ROOT's products are designed to work synergistically with each other with recommended daily use for best results.

We applaud our RPS members for their dedication to wellness and for doing the daily work needed to achieve optimal health. We are grateful they are making ROOT a part of their healthy lifestyle.

### Benefits of a ROOT Prime Subscription (RPS) include:

- Dedicated Customer Support
- FREE / DISCOUNTED\* SHIPPING on 2nd and all consecutive RPS orders. \*regional
- RPS Tokens (a \$15.00 value) to offset shipping on orders placed outside of the RPS program, should you need a product between scheduled shipments.
- \$50 Loyalty Reward (subscriptions up to \$175 per month) each time you successfully complete 4 consecutive RPS deliveries. Reward can be redeemed on future orders.
- \$100 Loyalty Reward (subscriptions \$176 per month and over) each time you successfully complete 4 consecutive RPS deliveries. Reward can be redeemed on future orders.
- RPS Call, reoccurring once each month on a dedicated day and time, specifically for ROOT Prime subscribers. You will not want to miss this call!



## ROOT PRIME SUBSCRIPTION TERMS and CONDITIONS

When you subscribe to ROOT Prime Subscription (RPS) you must agree to the following:

- I hereby request and authorize Root Wellness LLC to ship my order every 30 days, according to the Root Prime Subscription plan. I understand that this is a recurring subscription that will continue indefinitely or until I request cancellation. It is my sole responsibility to insure a working payment method in order to continue said Root Prime Subscription services and I agree that I am responsible for any unpaid balances to my account.
- Your RPS order must ship to the same address the subscriber account holder has on file.
- You must complete 4 consecutive shipments, 1 shipment every 30 days, for 4 consecutive 30 day periods, in order to receive your RPS reward.
- If you move your shipment date out beyond 30 days or you cancel your order, you reset the eligibility sequence to receive your 4 month reward, back to month one with next order placed.
- Product are eligible for return on 1st month RPS only. Return of product results in cancellation of your RPS membership.
- You may cancel your RPS order at any time by logging into your account, selecting Root Prime from the menu, and clicking on Cancel. If you use PayPal as a payment method for your RPS reoccurring order, you must also log into PayPal and cancel their auto payment profile for your order.



## ROOT PRIME SUBSCRIPTION

### Frequently Asked Questions (FAQs):

- Is there a fee to be a member of ROOT Prime Subscription?  
*Answer: No, there is no fee to subscribe.*
- What if my payment declines, will I be notified?  
*Answer: No. It is your responsibility to ensure a working payment method is in place. .*
- What do I need to do if my payment declines so that I don't jeopardize my reward?  
*Answer: As a RPS subscriber you have special access to Root Support. You will have a 48 hour grace period to update your payment. Please contact Support using the dedicated RPS email and make arrangements to get your order successfully placed.*
- If I increase or decrease the volume of my order during the 4 month period, what loyalty reward will I receive?  
*Answer: Your subscription would go to a review board to determine the appropriate reward.*
- If I place my order on days of the month like 29th, 30th, or 31st that do not reoccur every month, when can I expect my shipment?  
*Answer: Your order will ship on the last day of the month, if the actual date you selected is not part of the current month.*
- Can I ship my RPS order to another address?  
*Answer: No. All orders must ship to the main account address on file.*
- If I place an order between my scheduled delivery dates and ship it to another address, will I still qualify to receive my shipping token?  
*Answer: No. Tokens will only be awarded for orders shipped to the main account address on file.*
- Can I share my Shipping Token with others?  
*Answer: No, the shipping token is for offsetting the shipping of the member only, on orders shipped to main account address on file.*
- Can I transfer my RPS 4 month Reward to another Customer or Ambassador?  
*Answer: Yes, it's a one-time use code to apply to your next order or gift to others to do the same!*
- How will I receive my rewards?  
*Answer: To start, your Rewards will be generated to your registered email on file. Eventually, as system allows, to your back office under Root Prime Subscription.*
- When will I receive my rewards?  
*Answer: Rewards will be distributed on the 15th of the following month.*



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## ROOT Prime Subscription Ambassador Rewards

At ROOT we know that good health takes time and daily effort. We also know that those who use our products consistently over a minimum of 90 - 120 days, have better outcomes.

As an Ambassador building a business; time, effort, and consistency also matters. RPS is the best of both worlds because you will witness more of your Customers increasing their health, and your business will flourish with increased buyers committing to reoccurring purchases. RPS also provides an opportunity for you our Ambassadors to earn additional rewards when you enroll 20 or more subscribers.

### Terms and Conditions:

- Enroll 20 (19 plus yourself) or more Level 1 personally sponsored Customers and/ or Ambassadors to ROOT PRIME Subscription and receive \$10 per RPS order successfully processed for each Level 1 member in a calendar month.

Example: 32 of your Level 1 RPS subscribers successfully processed RPS orders during the month of November. You will receive a reward payment of \$320 (10 x32). on December 15th.

- You must be a qualified Ambassador or above and you must be personally enrolled in RPS in order to receive rewards.
- RPS Ambassador Rewards are separate from Root Rewards and are directly tied to RPS orders of your Level 1 Customers and Ambassadors.
- RPS Ambassador Rewards will be paid on the 15th of the next calendar month, and will be deposited into your wallet.