



## 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 do not jeopardize my reward?**  
*Answer: As a RPS subscriber you have exclusive access to Root Support. You will have a 48-hour grace period to update 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 four-month period, what loyalty reward will I receive?**  
*Answer: Your subscription would go to a review board to determine your reward.*
- **If I placed my order on days of the month like 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> that do not reoccur every month, when will my order process and my product ship?**  
*Answer: Your order will process and ship on the last day of the month if the actual date you selected is not part of the current month. EXAMPLE: if you chose the 29<sup>th</sup> or 30<sup>th</sup> reoccurring monthly, in February it will ship on the 28<sup>th</sup>. If you chose the 31<sup>st</sup> it will ship on the 30<sup>th</sup> in Jan, Mar, May, July, Aug, Oct, and Dec.*
- **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 -month Reward to another Customer or Ambassador?**  
*Answer: Yes, it is 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.*