Consultant Business Guide

PartyLite Gifts, Ltd., reserves the right to alter, modify or change any prices, discounts, Profit schedules, or any other matters set forth in the PartyLite Consultant Business Guide. At least ten (10) days prior written notice will be given to Leaders and Consultants regarding changes in prices, discounts, Profits, shipping and handling charges or other matters.

PartyLite Gifts, Ltd., 55A East Beaver Creek Rd, Richmond Hill, ON, L4B 1E8, (905) 881-6161 1-877-638-0388 or e-mail cons@ca.partylite.com

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Revised August 2015

Disclaimer: Item and prices used as examples in this Guide are effective as of November 2010.

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Glossary
Welcome to PartyLite. This Guide was created to outline PartyLite Gifts' policies, procedures and guidelines, and will introduce you to highly effective and proven programs. It is one of your most valuable assets. As you grow your business, you'll want to use every page to its fullest. Take time to study it often and make notes to discuss with your Leader.

Throughout this Guide:
- there is PartyLite specific terminology, please refer to the Glossary section for clarification;
- wherever Senior Regional Vice President or Regional Vice President are referred to, the acronyms will be used instead, e.g., SRVP or RVP.

PartyLite History

In 1973, PartyLite was established in Cape Cod, Massachusetts in the United States. In 1992, PartyLite commenced business in Canada and has experienced a phenomenal rate of growth as it continues to outpace most other Canadian direct selling companies. PartyLite has a forward-thinking philosophy, which puts it at the leading edge of Direct Selling in Canada.

You have joined a progressive Company, which has a reputation for sales, service, and guaranteed satisfaction. We are proud of the position we have gained in the party plan business and the incredible success of so many of our Consultants and Leaders. To assist you in your business and to help you provide the best service to your Customers we offer:

- High-quality products
- Competitive Compensation Plan
- Superior promotional support
- Outstanding recognition
- Excellent Customer Service
- State-of-the-art technology
- Ongoing Training and Support
- Dedicated Home Office personnel

Our goal is to provide you with the highest standards available to support your career with PartyLite. PartyLite pledges to maintain this high degree of excellence to ensure all of our standards are met.
PartyLite Culture

People’s behavior is shaped by their culture. How they talk, what they eat, the traditions they follow. The same can be said for a Company.

PartyLite’s culture is unique among Companies. That’s because it is a culture founded upon this firm commitment: PartyLite will always be people oriented, quality focused and Profit driven.

What does this mean to you, a Consultant with this Company? It means that PartyLite will always do its best to help you put your family's interests first. It means you can count on PartyLite to be fair and always act according to high ethical standards. And it means the Company will offer a Profit opportunity designed to help you realize your dreams.

It is the responsibility of each of us to pass on to those who are a part of PartyLite now, and those yet to come - the ethical foundation and values of this Company and the philosophy of the way we do business.

PartyLite Values

PEOPLE ORIENTED

People are the emphasis of our business.
- We are a relationship-based Company focused on giving instead of receiving.

We believe in fairness to all.
- No exceptions.

We take pride in being the best team in Canada and the world.
- We are a team, and we work together with the same objectives.

We place a high emphasis on fun events.
- Unit Meetings, Regional Meetings, and Company Meetings such as National Conference are fun, educational experiences.

We are consistently inconsistent.
- No ruts here. Things often happen when you least expect them, providing fun, excitement and surprises!

We’re a Company with a positive attitude.
- We always look for what’s right, not what’s wrong.

We’ve built this Company on trust.
- We believe that when someone is making a decision, they’re making it for the right reasons and with everyone’s best interest in mind.

Recognition is important.
- We live in a world where recognition for a job well done often gets lost. Not at PartyLite. Recognition is an important part of our success - we enjoy applauding your achievements!
Friendships grow in PartyLite.
- You'll make friends and memories that will last a lifetime.

**QUALITY FOCUSED**

Quality at PartyLite begins with 3 quality P's:
- People
- Product
- Programs

The most important of these is People.

Consultant and Customer Service is our top priority.
- We provide friendly and responsive service to all our Consultants through the assistance of their Leaders to ensure they are able to service their Customers to the fullest.

PartyLite guarantees its products.
- PartyLite guarantees any defective merchandise to the Customer's entire satisfaction. All PartyLite products pass a rigorous series of quality inspections. Accessories are designed and manufactured exclusively for PartyLite.

**PROFIT DRIVEN**

We believe PartyLite has a highly competitive Profit-earning Opportunity.
- We offer a Profit-driven Opportunity. You will earn Profit through Sales, Sponsoring and teaching those you Sponsor to do the same.

The Profit Plan is designed for people who want to build a business;
- It is a plan with easy entry.
- It is time effective, with no inventory or deliveries. Instead of delivering your Orders, you can focus on those activities that grow your business: Booking and holding Parties and Sponsoring.
- It is low cost and has a highly supportive organization behind it.

The Host Program is one of the most rewarding in the industry. It's exciting for Hosts and helps you book more Parties.

Training is available at Unit, Regional, and National Meetings, as well as online. You will learn how to build your business from the best in PartyLite!
Your Leader Support System

In addition to the support you receive from the Company, it is strongly suggested that you attend the Meetings held by your Leader and Regional Vice President. These Meetings are invaluable, productive, and fun. They will keep you informed on product updates and current promotions, as well as the most up-to-date ideas to help you build an even stronger business and allow you to network with other like-minded individuals.

Each person at every level of Leadership in our Company has progressed up the ladder one step at a time – just like you can - and has therefore experienced the same successes and challenges along the way. Your Leader and Regional Vice President are there to provide you with information, advice and encouragement, share their experience and offer inspiration. Let them support you as you make your future with PartyLite into whatever you choose it to be! You are in business for yourself, but not by yourself.

PartyLite Consultant Best Business Practices

The Success of PartyLite Gifts is dependent on the integrity of the people who represent our Company. Your personal commitment to the following Best Business Practices is most important:

- Follow the principle of doing business by the “Golden Rule”. Treat your Customers and fellow Consultants the way you would like to be treated.
- Present the Opportunity with PartyLite and products in an honest manner, making claims only as present in Company approved literature and on product labels.
- Maintain the highest standards of integrity and responsibility, realizing individual conduct as a PartyLite Consultant will reflect on the image of all PartyLite Consultants.
- Sell PartyLite products on their merits. Do not over exaggerate product quality, features or benefits.
- Do not misrepresent your identity, your relationship with PartyLite or the purpose of your business in your role as a PartyLite Gifts, Ltd. Independent Consultant. A Consultant is an independent business person and will never state, or imply that they are an employee of PartyLite Gifts, Ltd.
- Observe PartyLite Gifts’ policy of non-discrimination for reasons of race, creed, colour, sex, age or national origin.
- Respond to your Customers’ complaints or concerns in a prompt and courteous manner, following procedures outlined in PartyLite literature.
- Abide by PartyLite Policies, Procedures and Best Business Practices, upholding the principles and spirit intended.
- Use only PartyLite Gifts, Ltd. authorized and produced literature concerning PartyLite Gifts Profit Plan and products as such literature is legally correct.
- All advertising or use of trademarks or logos for PartyLite Gifts products, bookings and opportunity through newspapers, flyers, magazines, posters, the internet, or trade shows and fairs must be approved. Please refer to ‘Advertising’ in this guide for further details, or contact your Regional Vice President for additional information.
**Children’s Miracle Network**

The Children’s Miracle Network is a valuable organization that touches our hearts in a very special way. With the dedicated support of others, the Children’s Miracle Network is able to provide essential program for sick children and their families, as well as fund specialized equipment and research. PartyLite has been supporting the Children’s Miracle Network as our National Charity of focus since 1997.

As a Consultant, the easiest way to contribute to the Children’s Miracle Network is by enrolling in our **Auto Deduction Program**.

- Consultants have the opportunity to sign up and set a pre-determined amount of money to be deducted from the Profit generated from each Party they submit. All donations are distributed based on Postal Code, which means that any monies you donate will go directly to the Hospital Foundation in your home area.

- Based on a minimum donation as noted in the chart below, the Foundations will issue tax receipts for income tax purposes based on PartyLite’s Campaign Year of July 1st to June 30th.
  - Example: Filing for the 2014 tax year would include tax receipts for donations made during the period July 1, 2013 to June 30, 2014.

<table>
<thead>
<tr>
<th>Minimum Donation</th>
<th>Hospital Foundation</th>
<th>City, Province</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00</td>
<td>Stollery Children’s Hospital Foundation</td>
<td>Edmonton, Alberta</td>
<td>780-989-7389</td>
</tr>
<tr>
<td>$20.00</td>
<td>BC Children’s Hospital Foundation</td>
<td>Vancouver, British Columbia</td>
<td>604-875-3429</td>
</tr>
<tr>
<td></td>
<td>Alberta Children’s Hospital Foundation</td>
<td>Calgary, Alberta</td>
<td>403-955-8875</td>
</tr>
<tr>
<td></td>
<td>Children’s Hospital Foundation of Saskatchewan</td>
<td>Saskatoon, Saskatchewan</td>
<td>306-931-4887</td>
</tr>
<tr>
<td></td>
<td>SickKids Foundation</td>
<td>Toronto, Ontario</td>
<td>416-813-7175</td>
</tr>
<tr>
<td></td>
<td>IWK Health Centre Foundation</td>
<td>Halifax, Nova Scotia</td>
<td>902-470-2705</td>
</tr>
<tr>
<td></td>
<td>Children’s Health Foundation</td>
<td>London, Ontario</td>
<td>519-432-8062</td>
</tr>
<tr>
<td></td>
<td>Opération Enfant Soleil (OES)</td>
<td>Québec City, Québec</td>
<td>418-683-3637</td>
</tr>
<tr>
<td>$15.00</td>
<td>Children’s Health Foundation of Manitoba</td>
<td>Winnipeg, Manitoba</td>
<td>204-787-4093</td>
</tr>
<tr>
<td></td>
<td>Janeway Children’s Hospital Foundation</td>
<td>St. John’s, Newfoundland &amp; Labrador</td>
<td>709-777-4227</td>
</tr>
<tr>
<td>$10.00</td>
<td>McMaster Children’s Hospital Foundation</td>
<td>Hamilton, Ontario</td>
<td>905-521-2100</td>
</tr>
<tr>
<td></td>
<td>Children’s Hospital Foundation of Eastern Ontario</td>
<td>Ottawa, Ontario</td>
<td>613-738-4247</td>
</tr>
</tbody>
</table>

- Just complete the form found under Resource Centre/Forms on the Resource Centre Page of the Consultant Business Centre (https://my.partylite.com), and on your behalf, PartyLite will donate the set amount you indicate from the Profit of each of your Parties to the Children’s Miracle Network until you request us to stop.

For your Hosts and Guests, we have some wonderful opportunities to help make a difference where extra monies raised will be donated on their behalf directly to the Children’s Miracle Network.
• **Feature Product**: PartyLite selects a Feature Product with each major catalogue (Winter/Spring & Fall/Holiday) and a portion of every purchase is donated to the Children’s Miracle Network.

• **Change the World Program (round-up)**: On all Host and Guest Order Forms, your Hosts and Guests have the opportunity to round-up their Order (after Shipping and Handling and Taxes) and donate the monies to the Children’s Miracle Network.

**Regional Ambassador Program**

Each Region selects a Regional Ambassador to represent their Region for a year term. The Regional Ambassador’s key function is to help keep the PartyLite values and culture alive throughout their Region and within their Community by organizing charitable or volunteer efforts. Regional Ambassadors will be recognized on stage at Conference and will assist in the annual cheque presentation to Children’s Miracle Network. In addition, they will receive a beautiful Ambassador pin in recognition of their efforts.

*Individually we make a difference, yet together we can make miracles!*
Your PartyLite Business

Consultant Requirements
When you have signed/accepted and submitted your New Consultant Agreement, you have declared that you:

- Are a minimum of 18 years of age.
- Are an independent contractor with PartyLite and the agreement is between you and the company and no others.

What does it mean to be an Independent Contractor with PartyLite?
When you sign/accept your New Consultant Agreement, you agree that you are an independent business person. As such, you:

- Are not an agent or employee of the Company and will not be treated as an employee for any Federal or Provincial Income withholding taxes, Worker's Compensation, Unemployment Compensation, or other employee types for tax purposes.
- Agree that you cannot bind the Company to any obligation.
- Are an independent business person, free to conduct business according to your own methods while incorporating the Company recommended guidelines and procedures that are contained in the New Consultant Agreement, throughout this Consultant Business Guide and any other source referenced in this guide.
- Agree you will at all times positively promote and not disparage PartyLite, its products, programs, representatives or personnel.
- Agree to not promote or sell other products or services or recruit for other companies or other business activities at PartyLite Parties, meetings or other events.
- Agree that should you represent another company or participate in other business activities outside PartyLite that any information, printed materials or other items obtained through your association with PartyLite be kept separate and not used to solicit, promote, market or sell at or for any non-PartyLite activity. Any use of PartyLite information to promote non-PartyLite business activities constitutes "unfair business practice" which is legally actionable.
- Agree to keep PartyLite information confidential.
**Consultant Account**

PartyLite creates a Consultant Account for each individual Consultant. You agreed to participate in this program when you signed/accepted and submitted your New Consultant Agreement with the Company. The following is an explanation of how the credit account works and the procedures for ordering products, sales aids, samples and promotional pieces. For details refer to ‘Your Consultant Account’ section in this guide.

**Terms and Conditions**

1. An individual Consultant account is automatically set up for you at the time your signed/accepted New Consultant Agreement is received and accepted by the Company. You will be assigned a Consultant ID number at this time to identify your Consultant Account and you will be notified of this number by e-mail and mail. A Consultant ID number is assigned to one individual only and may not be shared with another individual.

2. You agree to submit the entire proceeds from your retail sales orders plus sales tax and other charges collected from your Customers. The Company agrees to receive the proceeds from your retail sales and to record this amount in your Consultant account. This establishes your deposit balance.

   The Company will deduct the cost of the products you purchase to fulfill your Customer’s orders, any Host gifts, sales aids or promotional items, for which you did not remit payment. You agree that the Company may deduct the total of these charges from the amount you have deposited.

   The remaining balance (your Profit before your expenses and bonuses) will be sent to you each week, along with an additional amount that represents any other Profit or bonuses for which you have qualified. The source of each amount will be identified on your direct deposit statement or cheque stub.

   You and the Company agree that your Consultant account is established to assist you in ordering products for your customers, as well as for certain promotional aids.

3. Each time a cheque or direct deposit statement is issued to you, you will also receive a complete statement of your Consultant Account online which you can view under Electronic Documents/View Electronic Documents on the My Business page on the Consultant Business Centre (https://my.partylite.com) unless you opted out of receiving them online. The statement details the Compensatable Sales, the itemized charges/adjustments on your account and the amount of Profit returned to you. These account statements become a valuable business record for tax purposes.

   Online statements are archived and available to you for up to one year. We suggest you print and retain your statements for your records.

4. Track your Profit cheque/direct deposit statements closely and notify your Leader/Home Office of any discrepancies within **30 days**. PartyLite is only able to verify discrepancies that are within 90 days of the original Order received date.

5. You and the Company agree that your Consultant Account is established to assist you in the process of ordering products for resale to your Customers, as well as for certain promotional aids. You acknowledge that you purchase the products at wholesale from the Company, take title and ownership of the products when they are shipped to your Hosts and that you transfer title and ownership of the products to the Customers when they are delivered to Hosts.
Change of Personal Information

It is important to keep us informed of your most current information. If you do not have Internet access, your Leader can print the Data Change Request Form from the Consultant Business Centre and you can then use it to send your new address, phone number or name to Home Office. Remember to include your Consultant ID number.

Profile Section

The following information can be maintained through Consultant Information/Consultant Profile on the My Business Page on the Consultant Business Centre (https://my.partylite.com):

- **Personal Info** – Your primary language preferred for communication with PartyLite.
- **Banking Information** – For Direct Deposit and Direct Debit Authorization.
- **Address** – Mailing and Ship-To Address.
- **Contact Information** – Information for which Home Office can contact you including phone numbers, e-mail and fax. You can also provide your daytime, evening and mobile phone numbers if you are enrolled in the Consultant Locator.
- **Conference Cash Registration** – In order to assist you with saving for your Registration Fees for Conference, you can choose how much to stash from the Profit you earn from each Party. Any overage of amounts saved will be deposited back to you in late June.
- **Consultant Locator** – Opt in to display your contact information for visitors through www.partylite.ca when they select ‘Find a Consultant’ or ‘Shop Now’. It can take up to 24 hours for the Locator to be updated. For more details on the Consultant Locator, please refer to the ‘Business Tools’ section in this Guide.
- **About Me** – A quick survey about you. Participation is optional and only used by PartyLite to help make the opportunities, programs and promotions offered to you even better.
- **To make a change**, go to Consultant Info/Consultant Profile/Contact info on the Consultant Business Centre (https://my.partylite.com).

Here you can additionally add or modify your Direct Debit/Deposit Banking Information to ensure it is accurate to receive Direct Deposit and submit orders online with Direct Debit.

To maintain confidentiality, PartyLite Services cannot change Personal Information on your behalf.
Direct Sellers Licensing

Licenses
The Direct Sellers Act governs anyone who engages in the requirements of direct sales on behalf of a vendor (PartyLite), where the first person-to-person contact is made by the salesperson outside of a retail outlet. This includes home parties, telephone solicitations and sales by a multi-level distributor. PartyLite is also required to obtain a license to make such sales, and assists in the administration of the license application forms and follows a method to ensure compliance with the laws of the applicable province.

All Independent Sales Contractors residing and conducting business in the provinces of Manitoba, New Brunswick, Nova Scotia, the Northwest Territories and Nunavut are required to obtain individual Business Licenses. According to Provincial Regulation, the license should be in their possession whenever recruiting or selling (e.g., Parties, Trade Shows/Fairs, etc.). License fees, expiry dates and renewals vary for Vendor and Individual Direct Seller’s Province. According to the Canada Revenue Agency, you can deduct any annual license fees and business taxes you incur to run your business. You can also deduct annual dues or fees to keep your membership in a trade or commercial association.

To obtain detailed requirements and/or additional information on direct seller’s license, contact PartyLite Services via e-mail at cons@ca.partylite.com, or check the “Frequently asked Questions and Answers” (FAQ) section under the FAQ button on the Home page on the Consultant Business Centre (https://my.partylite.com) and select ‘Direct Sellers License’.

Ordinances
Many cities have bylaws regulating Direct Sales. In most cases, these ordinances are not applicable to you because of the nature of our business. If a city official tells you that an ordinance applies to you, be polite and cooperative, and immediately send a copy of the ordinance to PartyLite Gifts, Ltd. In most cases there are exceptions to the ordinance that would apply to you.
Direct Sellers Association of Canada (DSA)

PartyLite is a proud member of the Direct Sellers Association. Founded in 1954, the DSA is a national association consisting of Canadian Direct Selling companies and their independent Salespersons and ensures the Companies under its’ umbrella operate under specific ethical guidelines to ensure both you and your customers are in good hands. You will note the DSA logo placed on all of PartyLite’s literature.

The DSA represents:

- 50 plus member companies
- Approximately 600,000 Independent Sales Contractors
- An industry with retail sales totaling over $2.2 billion

For a complete listing of the DSA’s Code of Ethics and Business Practices, click here.

DSA MemberPerks

Love to dine? Love to shop? Love a great deal? As a proud Member of the Direct Sellers Association, we are excited to offer a loyalty program created exclusively for you! DSA MemberPerks provides exclusive discounts on everything from tickets and dining to shoes and travel. Over 1,200 perks nationwide at a very special DSA member price of $29.99 per year. To take advantage of these products and services, simply select DSA MemberPerks from the Resource Centre page of the Consultant Business Centre (https://my.partylite.com).
Legal Guidelines

Our trade name is PartyLite Gifts, Ltd., or PartyLite, and our major trademarks are PartyLite Gifts, Ltd. and PartyLite. These marks have been registered with the United States Patent and Trademark Office and Industry Canada and their unlicensed use is a violation of federal law. As a Consultant, you acknowledge that the Company’s trade names, trademarks, and logos are owned by the Company, and that you have no proprietary rights to these marks.

Use of Company Name for Business Purposes

To protect the integrity of our brand and to protect your status as an Independent Consultant, PartyLite Leaders and Consultants may not use the trademarks or trade name PartyLite or PartyLite Gifts, Ltd. on personal chequing accounts, cheques, credit card accounts, or in e-mail addresses.

- These accounts may easily be kept separate for business purposes by the designation "business account" or similar wording.
- Consultants may not use their association with PartyLite to promote any products or services not offered by PartyLite Gifts, Ltd.
- As a PartyLite Leader or Consultant you should not take any action that will injure or tend to dilute any PartyLite mark and will not engage in any unfair or unethical trade practice, including the use of confidential information for any competitive purposes.
Privacy of Your Customers’ Information

PartyLite is very committed to protecting the privacy and confidentiality of information gathered from those conducting business with the Company. We require that you help protect information about others. This, of course, includes but is not limited to financial information and anything with personal identifying information such as names, addresses, phone numbers, bank account numbers, and any credit/debit card information, you may obtain through your business from your Hosts, Guests or other Consultants.

Consultants may receive or have access to Personal Information ("PI") that has been collected by PartyLite. Consultants shall keep such PI secure and confidential. Consultants shall collect, use and disclose such PI only for the purposes set out in PartyLite's then current privacy policy as set forth under the News in Brief section on the Home page of the Consultant Business Centre (https://my.partylite.com).

Consultants shall, upon receiving any complaint from an individual with respect to such individual's PI, advise PartyLite immediately and provide PartyLite with all information in relation thereto. Consultants shall indemnify PartyLite from all liabilities arising out of a breach of Consultant's security with respect to such PI, non-compliance with privacy laws, or negligent handling of such PI. The term "PI", as used in this Agreement, denotes any and all Personal Information (as that term is defined in the Personal Information Protection and Electronic Documents Act, PIPEDA) and as further set out in PartyLite's Privacy Policy.

For additional information, pertaining to PartyLite's Privacy Policy, please refer to the Privacy Policy under the News in Brief section on the Home page of the Consultant Business Centre (https://my.partylite.com).
Always keep any confidential information in a safe place and destroy this type of information when you no longer need it. It is often advisable to shred or otherwise destroy the documents to prevent people from retrieving information from your trash. You should always physically destroy (not simply erase) any disk or removable media that contains confidential information.

All information on PartyLite's Web Sites or on Web Sites hosted by PartyLite is confidential and proprietary to PartyLite. This information, such as Consultant, Host, Guest and Leader information, must not be disclosed to any third party.
PartyLite Advertising and Internet Policy for PartyLite Independent Consultants

Advertising your PartyLite business can be a powerful tool in helping you find new contacts and build your business. There is a lot of potential, but no guarantees. Be patient, and try different mediums to determine which are most effective for you.

Remember, some of the best advertising you can ever do is to develop relationships with your Customers and Hosts so that they readily provide positive word-of-mouth referrals to all of their family and friends!

These guidelines have been developed to ensure you can maximize advertising opportunities in a way that will best reflect not only you but every PartyLite Consultant and Leader. Acting in accordance with the policies will ensure our company is portrayed in a positive manner at all times to the benefit of every member of our PartyLite family.

General Guidelines
When using the registered name PartyLite, please follow the criteria below to ensure you remain in compliance with PartyLite’s policies.

1. At all times, refer to yourself with your full name and as a “PartyLite Independent Consultant” in order to clarify that you are not an agent or employee of PartyLite.
   
   Correct: Mary Smith, PartyLite Independent Consultant
   Incorrect: Mary Smith, PartyLite Gifts

2. Use only images of the current catalogue cover, product images from the online catalogue or other images posted on your PartyLite Consultant Web Site or partylite.ca.

3. You may provide links to your PartyLite Consultant Web Site and the PartyLite public Web Site (www.partylite.ca) in any online advertising and through social networking.

4. PartyLite trademarks and logos may ONLY be used with approved ads prepared by PartyLite with the exception of the PartyLite Independent Consultant logo and PartyLite Fundraising logo which you are permitted to use in order to affiliate your business with the PartyLite brand. PartyLite also permits Consultants and Leaders to use their PartyLite Consultant Web Site address to advertise their business

5. As a PartyLite Independent Consultant, remember that you are responsible for the verbal and/or written representations you make to Customers and potential new Consultants concerning PartyLite Gifts, Inc. and its products. Incorrect or insupportable verbal or written claims about the Company’s potential or exaggerated profit or product claims, etc. may involve you in a legal controversy with your Customer or a government regulatory agency, and are violations of the Direct Selling Association Code of Ethics. In particular, do not make any comparative or superiority claims for any product unless such a claim is approved in writing by Home Office.
6. To ensure you are providing your Customers with correct information, we suggest you review your Party presentation and other Customer communication to determine the accuracy of your information. You may want to have your upline Leader, SRVP or RVP review your information as well. If the information you provide has not been provided through official PartyLite communication or literature, you should consider whether the information is reliable and correct and whether you have the facts to support it.

To protect our brand on behalf of all Consultants, PartyLite will monitor the use of PartyLite’s trademarks online. Consultants or Leaders who are not in compliance with PartyLite’s policies will be advised to rectify their online content. In the event the infringements are not corrected in a timely manner, PartyLite may close a Consultant’s or Leader’s account.

**Consultant Web Sites**
PartyLite offers a professional PartyLite Consultant Web Site for all Consultants wishing to make the most of the internet. It provides consistent and professional messaging for all Consultants. Coupled with PartyLite Candle Connection, your PartyLite Consultant Web Site can become a great complement to your business activities.

**Internet Profiles**
PartyLite permits the use of social networking sites such as Facebook, Twitter and LinkedIn to advertise your PartyLite business. By allowing you to participate in Internet-based networking and advertising, PartyLite is not endorsing any of these forums.

- You may include a biography, or profile, which is a way for people to get to know a little more about you and start forming a relationship with you.

SAMPLE TEXT:
I have owned my own PartyLite business for five years and I love what I do. The supplemental Profit has allowed us to live in our dream home! PartyLite is a top-quality home fragrance company. I can help you decorate your home, enjoy a no-charge shopping spree or help you build a lucrative, flexible business. Check out my web site where you can also shop 24-7.

Mary Smith  
PartyLite Independent Consultant  
Contact me: http://www.partylite.biz/marysmith

- It is recommended that you include a photo of yourself on all social networking sites you use so it is clear to the public that they are connecting with an Independent PartyLite Consultant and not PartyLite Home Office. You may also use approved images (see #2 in General Guidelines).
How to Link to Specific Pages on Your Web Site:
- Visit the page of your site that you wish to link to (example: Opportunity page)
- Highlight the full page address shown in your web browser and select ‘Copy’
- Paste this address where you want to use this link

- You may provide a link to your PartyLite Consultant Web Site.
- You may also link to the PartyLite public Web Site www.partylite.ca from any social networking site.
- You may advertise events, such as Open Houses, opportunity events or fundraising events on free online communities including Facebook, and Yahoo groups; blogs; or any other online community.

Acceptable Selling Channels
Consultants and Leaders are prohibited from selling product on Facebook, eBay or any other online site except their PartyLite Consultant Web Site during their association with PartyLite and thereafter.

To protect you and your business, PartyLite monitors such activity and may exercise its right to close the Consultant’s or Leader’s account if the Consultant or Leader is discovered selling PartyLite product on a Web Site other than a PartyLite Consultant Web Site. This includes providing product for anyone else to sell.
Marketing your Business On-Line

Facebook

- Corporate Fan Page - Community Guidelines
  The purpose of the PartyLite corporate fan page is to connect, communicate, share comments, links, photos and videos that identify you as a PartyLite Canada Fan among other fan members.

  You may upload PartyLite-related videos, audio recordings and photos giving PartyLite permission to publish the content as Home Office sees appropriate. It is your responsibility to obtain official consent from individuals before uploading your photos or videos onto Facebook.

  Consultants should not promote their own businesses on the corporate Fan Page as this is not the purpose of our Fan Page. Please do not post messages on the Wall with your business phone numbers, e-mail addresses or links to your Consultant Web Site. Such postings will be removed from the Fan Page. For additional inquiries or concerns pertaining to PartyLite’s corporate Fan Page, please send your message to fbfanpost@ca.partylite.com.

- Profiles – Personal and Business
  Facebook does not allow users to have more than one profile, even when two different e-mail addresses are used. Using a profile for business exclusively is against Facebook policy. If discovered, Facebook will shut down both your accounts without warning. Your options are to create a Facebook Group or a Page and adjust your Privacy Settings to show appropriate content to different groups of people.

  • Pages cater to organizations, businesses, celebrities and bands who wish to maintain a professional presence on Facebook and want to publicize information to a large number of people. Facebook guidelines state that only an official representative of an organization, business, celebrity or band can create a Page. Unless you are an official representative of PartyLite Home Office, you cannot create a PartyLite Facebook Page.

  • Groups can be created by anyone with a Facebook account and is meant to host active discussions and share information. For additional information on Groups, go to Facebook’s Help Centre at http://bit.ly/FAQ_FBGroups.

On Facebook and other types of promotions or advertising, you should always refer to yourself as an “Independent Business Consultant” and exclusively use the PartyLite Independent Consultant logo. PartyLite trademark names (“PartyLite” and “PartyLite Gifts, Ltd.”) would not be acceptable titles for your Group. Clearly identifying yourself as an Independent PartyLite Consultant is acceptable for a Group Name (see below for examples):

Examples:
  Acceptable – Facebook.com/AmySmith
  Not Acceptable – Facebook.com/PartyLiteAmy
  Acceptable – Facebook.com/PartyLiteIndependentConsultantAmySmith
  Not Acceptable – Facebook.com/PartyLiteCanadaAmy
  Not Acceptable – Facebook.com/AmyPartyLiteCandles
• **Protect Yourself**

Visit the Privacy Settings page on Facebook or the Learning Centre on the Consultant Business Centre for detailed instructions on how to adjust the amount of information that is visible to other Facebook users. Only share information that you are comfortable revealing to other people, including those you don’t know very well. Be effective at promoting yourself – by sharing information that enables people to get to know your personality and interests. This will help you build personal relationships with your Customers.

You also have control over Privacy Settings in Groups which can be setup as “Open”, “Closed” or “Invite Only”. When your Group is open, anyone on Facebook can view and join your Group. When your Group is “Closed”, the administrator must approve new users before they can join, and only members of the group can view the member list. When your Group is set to “Invite Only”, new members can join only when they receive an invite from you.

**Truthfulness in Online Postings**

It is your obligation to ensure your postings and other online marketing activities are truthful, are not deceptive and do not mislead Customers or potential Consultants in any way. This includes, but is not limited to, false or deceptive postings relating to the PartyLite Profit opportunity, PartyLite’s products and services, and/or your biographical information and credentials.

Web sites and web promotion activities and tactics that mislead or are deceptive, regardless of intent, will not be allowed. This may include spam linking (or blog spam), unethical search engine optimization (SEO) tactics, misleading click-through ads, unapproved banner ads, and unauthorized press releases. PartyLite will be the sole determinant of truthfulness and whether specific activities are misleading or deceptive.

**Prohibited Postings**

Consultants may not make any postings, or link to any postings or other material that:

- Is sexually explicit, obscene, or pornographic
- Is offensive, profane, hateful, threatening, harmful, defamatory, libelous, harassing or discriminatory (whether based on race, ethnicity, creed, religion, gender, sexual orientation, physical disability or otherwise)
- Is graphically violent
- Is solicitous of any unlawful behavior
- Engages in personal attacks on any individual, group, or entity
- Is in violation of any intellectual property rights of the Company or any third party

**Online Videos**

Consultants may post videos on YouTube and other video sites to promote their PartyLite in a positive and professional way. This can include product demonstrations, testimonials, training content, etc. Please make sure you have permission from others to record their words or images and post them online.

PartyLite will monitor online videos and has the right to request removal of any presentation or visuals that do not represent PartyLite’s core messaging or brand.
Online Text Ads
All Consultants and Leaders may create text ads, such as Google Adwords, with a link to a Consultant's PartyLite Consultant Web Site using the pre-approved text ads below.

Your name
PartyLite Independent Consultant
Top-quality home fragrance
Shop online or host a home party
http://www.partylite.biz/your site name here

Your name
PartyLite Independent Consultant
Earn Profit on your terms. Top-quality home fragrance. No-charge Starter Kit.
http://www.partylite.biz/your site name here

Online Directories
Direct Selling Consultant Directories usually allow one or more Consultants to list themselves. Examples of other online directories include:

- canada411.com
- yellowpages.ca
- canadianbusinessdirectory.ca
- business.allaboutcalgary.com
- torontobusinessdirectory.net

Consultants and Leaders are allowed to advertise in online directories using the pre-approved sample below.

Your name
PartyLite Independent Consultant
Your town, province
http://www.partylite.biz/your site name here
Online/E-Mail Signatures
Promote your PartyLite business in online forums and in your e-mail signature.

- Refer to yourself as “PartyLite Independent Consultant"
- Use only approved images (see #2 in General Guidelines)
- Include a link to your PartyLite Consultant Web Site
- You may also link to PartyLite’s public Web Site: www.partylite.ca

E-Mail Signature Examples:

| Fall in love with the Winter/Spring collection! Host a Party and get it at no charge! |
| http://www.partylite.biz/product or Host page of your web site |

| NEED EXTRA CASH? Earn Profit on your terms with the best home fragrance products. |
| Start with no investment. I’ll show you how! |
| http://www.partylite.biz/opportunity page of your web site |
| or |
| link to opportunity presentation |

Sponsored Links / Pay-Per-Click (PPC) Ads
Sponsored links or pay-per-click ads (PPC) are acceptable. The destination URL must be to either your PartyLite Consultant Web Site or to a registered external web site. The display URL must also be to either your PartyLite Consultant Web Site or to your registered external site, and must not portray any URL that could lead the user to assume they are being led to a PartyLite Corporate site, or be inappropriate or misleading in any way.

For additional information and training on how to market your business online, visit the Online Biz section of the Learning Centre from the Consultant Business Centre.
Trade Show/Fairs

Trade Shows are a great way to get new contacts and advertise your business. Consultants and Leaders can sell current products at events and trade shows as well as taking orders and developing leads. Keep in mind, discounted or discontinued items are not permitted and products may be sold only by authorized PartyLite Consultants.

Selling and Displaying PartyLite Products

Methods of selling PartyLite product include home Parties, book Parties, person-to-person, online via personal PartyLite website, fundraisers and personally at temporary events such as fairs, bazaars and consumer trade shows. Consultants can sell product, take orders and sponsor at these events. Customers may be eligible for Customer Specials, providing their order meets all qualifications. We have found that the time-honoured home Party method is the best way to sell and display our products and provide the personal service that is associated with our trademarks. Therefore, we do not permit sales of PartyLite products in permanent shops, stores or kiosks. Check with your SRVP or RVP if you have any questions.

Interested in participating in a Trade show? Here’s your next steps:

- Contact your Leader or SRVP or RVP to discuss events you are interested in and for advice on how to maximize the return on your investment for these opportunities.
- Determine what products you have on hand that you can sell cash-and-carry. We recommend you keep it simple and sell votives or tealights as they are simple items to carry and sell.
- Look for events in your area.
  - Springtime offers a flurry of home and garden shows, bridal expos, women’s events and craft fairs.
  - Contact your local Chamber of Commerce and ask for their annual event calendar.
  - Do an internet search for “Wedding Fairs,” “Garden Shows” and upcoming events for your community.
  - Check your local papers and with convention centers for their event calendar.
- As the selection of vendors is determined by event organizers, neither PartyLite or your SRVP/RVP can guarantee your acceptance as a vendor or any kind of exclusivity at these events.
- Determine if the facility will require you to provide a “Certificate of Liability”. If there is a requirement, please review these details with your Insurance Company where your Business Coverage Insurance resides. If you do not have Insurance, please refer to the Business Coverage Insurance section of the Consultant Business Guide for more details.
Ask Questions to Ensure you Select the Right Event

- Who is the audience of the event? Will it attract women? Families?
- What is the time, date, place and cost for the event?
- How will this event be advertised or marketed?
- What is the projected attendance?
- Will you have internet connection at your booth so you can connect to your PartyLite website for onsite orders?
  - During the event, take your laptop or iPad and connect to your personal website so Customers can shop online.

Delivery / Shipping
You may choose to have orders shipped to yourself and then deliver the product to your Customers (giving you another opportunity for follow up and relationship building) or you may also set up a computer on site so Customers can order on your Consultant Web Site and have their products shipped directly to their home or designated address.

Individual Direct Sellers Business License
For those provinces where Consultants are to obtain individual Business Licenses (e.g. Manitoba, Saskatchewan, Nova Scotia, New Brunswick, Northwest Territories and Nunavut), according to Provincial Regulation, the attending trade show/fair Consultant must have their license on their person.

Media and Media Inquiries
If a member of the press or media, including blogs with 1,000 or more unique visitors per month, contacts you about PartyLite or your PartyLite business, you must contact your SRVP/RVP before you respond or disclose any information. If your SRVP/RVP or PartyLite requests that you not respond to such press or media inquiry, or requests that you refer the press or media contact to the Company to respond, you agree that you will comply with such requests.

Additionally, before contacting the media or distributing any form of press release that includes information about PartyLite, its products or the opportunity, notify your SRVP/RVP.
External Web Sites and Blogs (non-replicated web sites)

Approved Consultant Web Sites
Consultants are permitted one external web site or blog (not including a Team Site you may develop as a Leader) to personalize your PartyLite business and/or promote the PartyLite opportunity. If you wish to develop an external web site, you must do the following:

- Have a PartyLite Consultant Web Site.
- Register your external web site with PartyLite Services.
- Adhere to the branding and image usage policies described in this document.
- Agree to modify your web site to comply with current or future PartyLite policies.
- Agree to remove all references to PartyLite from your registered external web site within 5 days in the event of the voluntary or involuntary cancellation of your Consultant Agreement.

A blog or web site developed on a blogging platform, that is developed for the primary purpose of marketing or promoting PartyLite products and/or the PartyLite opportunity is considered an external web site and must be registered with PartyLite. Blogs, created by you or others, that are developed primarily for other purposes that mention PartyLite and direct traffic to your web site(s) do not need to be registered.

If you are a Leader, in addition to your registered external web site to promote your personal business, you may have one additional registered external web site that may be used to support your team (which must also be registered with PartyLite) if you so choose. This site may not be used to promote your personal business or to drive or redirect traffic to your other web sites.

External Web Site Content
You are solely responsible and liable for your own web site content, messaging, claims and information and must ensure your web site appropriately represents and enhances the PartyLite brand and adheres to PartyLite’s guidelines and policies. Additionally, your web site must not contain disingenuous popup ads, promotions or malicious code. Decisions and corrective actions in this area are at PartyLite’s sole discretion.

PartyLite Independent Consultant Image Mandate
To avoid confusion, the following three elements must be prominently displayed at the top of every page of your registered external web site:

- The PartyLite Independent Consultant logo
- Your name and title
- Your photo

In addition, every page must include a link to either your PartyLite Consultant Web Site or www.partylite.ca.

Although PartyLite brand themes and images are desirable for consistency, anyone landing on your page needs to clearly understand that they are at an Independent Consultant site, and not a PartyLite Corporate page.
External Sites Must Exclusively Promote PartyLite

Your PartyLite external web site must contain content and information that is exclusive to PartyLite. You may not advertise other products or services other than the PartyLite product line and opportunity. Any site or profile that you maintain that uses PartyLite trademarks must exclusively promote PartyLite.

Account Termination

In the event of the voluntary or involuntary cancellation of your Consultant Account, you are required to remove all references to PartyLite within 5 days. Your external web site may be transferred to another PartyLite Consultant, subject to PartyLite approval, on a case-by-case basis.

When your Consultant Account is cancelled for any reason, within 5 days you are required to discontinue using the PartyLite name, and all of PartyLite’s trademarks, trade names, service marks and other intellectual property, and all derivatives of such marks and intellectual property, in any postings and all Social Media sites that you utilize. If you post on any Social Media site on which you have previously identified yourself as an independent PartyLite Consultant, you must conspicuously disclose that you are no longer an Independent PartyLite Consultant.

‘Do Not Call’ Legislation

In 2006, the federal government passed a law allowing for the creation of a National Do Not Call List (DNCL) that all telemarketers must respect. When someone signs up to have their cellular, home phone or fax number included on it, companies making unsolicited marketing or sales calls can no longer contact them.

For more information refer to:

International Sponsoring

Consultants with PartyLite Canada are able to operate anywhere within Canada. Within Canada, you are not bound by sales or sponsoring territories which means that you may sell product or sponsor anywhere from coast to coast.

Idea Submission Policy

PartyLite encourages Leaders, Consultants and Customers to share ideas and suggestions with the Company, which may benefit other Consultants in the profitable pursuit of their businesses. However, ideas submitted to the Company by Leaders and Consultants are done so at no charge to the Company. Therefore, the Consultant agrees that any submission to the Company is done without expectation of remuneration unless so stated in writing at the time of the submission. In the case of expected remuneration, the Company reserves the right to return the idea to the originating Leader or Consultant without reviewing it. All ideas submitted to the Company should be directed to the attention of PartyLite Services.
Consultant Profit

The PartyLite Profit Program is unique in the business, offering a payment program with NO deductions for initial Host Benefit/Credit, thus enabling you to immediately calculate your Profit. There is much more available to you.

The PartyLite Consultant Profit Program

A unique opportunity, YOUR OPPORTUNITY, and what it can mean to you!

Consultant Profits

- 25% Weekly Profit Cheques/Direct Deposit on your Personal Compensatable Sales.
- 7% Monthly Bonus when your Personal Compensatable Sales total $2,300 or more in any calendar month.
- 32% Total Profit can be received on every compensatable dollar received and accepted at Home Office.

Split Compensation

Profit (25%) can be split 60% / 40% on Parties and Fundraisers. The Consultant whose name appears as the Consultant on the order receives 60% of the order’s Profit, and will be credited 100% of the Sales activity; the Consultant whose name appears as the Split Consultant receives 40% of the order’s Profit. An Inactive Consultant can re-activate by submitting the Party order but the Split Consultant won’t be re-activated.

How to Calculate Compensatable Sales

To determine your monthly Personal Compensatable Sales activity:

- Add all Compensatable Sales received and accepted at Home Office during the business month.
- Subtract any deductions to your Compensatable Sales (such as canceled Parties, canceled MasterCard® /Visa® credit card orders, Stop Sell item(s) removed).

The stub of your weekly Profit/Cheque statement indicates the “Month-to-Date Compensatable Sales.” Your monthly Compensatable Sales total is the net result of all sales and sales deductions. Total Compensatable Sales may affect your Bonus and Activity level, Leadership Award levels, Leader maintenance, Central Unit sales requirements, promotions eligibility and/or recognition.

Tax Filing for Independent Sales Contractors (ISC)

To help you prepare your income tax return, Canada Revenue Agency provides a wide range of services in both official languages. There are general and technical publications to help you understand the tax system with over-the-counter and telephone services to answer any tax inquiry; and small business seminars to help you get started in your business. For more information, you can get copies of the publications listed below at your Canada Revenue Agency tax services office:

- Business and Professional Income guide
- Form T2132, Capital Cost Allowance Schedule
- Form T2124, Statement of Business Activities
Business Coverage Insurance and Product Liability Insurance Claims

Business Coverage Insurance:

As an Independent Consultant with PartyLite, you are responsible for obtaining your own Business Coverage Insurance. PAL Insurance is a Direct Sellers Association Member Supplier and can be contacted either by visiting www.palinsurance.com, or by calling 1-800-265-8098. Alternatively, you can contact any other Insurance Company of your choice. Business Coverage Insurance at a minimum should include Certificates of Liability Insurance required for Trade Shows, along with Personal Business Coverage for instances resulting from Consultant negligence.

Product Liability Insurance Claims:

Damages resulting from a Customer’s negligence and/or misuse of PartyLite products including property damage or loss caused by accident are not covered under PartyLite’s Product Liability Insurance Policy. However, if PartyLite’s candles and/or accessories are deemed defective, PartyLite will process a claim.

The following items are required to be forwarded to PartyLite Gifts Home Office, Attention: Product Liability Claims:

1. Detailed letter written by the Consultant/Guest/Host providing the aspects of the incident including their first & last names, complete mailing address, and phone number.
2. Name of original Consultant the candle(s) and candle holder(s) were purchased from.
3. (Approx.) Date of Purchase
4. Description and Item# of the PartyLite candle(s) and candle holder(s) used
5. Photos of the damaged candle(s) and/or candleholder(s)
6. Photos of the damaged material (i.e. carpet, kitchen countertop, coffee table, etc.)
7. 2-3 written estimates issued by professional vendors supporting the restoration details and/or replacement costs.

When the above information has been received, our Claims Co-ordinator will review and send the request for approval. The normal turnaround time for a claim to be processed is approximately 3-4 weeks.

Company Buy-Back Agreement

Within 60 days of the closing of a Consultant’s Account with the Company, PartyLite agrees to buy-back any current marketable inventory in new, unused resale condition as purchased by the Consultant in the previous 12 months at 75% of the Consultant Purchase Price, less $10 Processing Charge. The product or inventory must be shipped to Home Office for inspection at the Consultant’s expense. All current products and packaging must be in resalable condition, literature may not be returned. For authorization of a buy-back, please contact your Leader so that they may obtain approval prior to shipping anything back to PartyLite Gifts, Ltd.
Business Tools

Communication with Home Office

In the event you require any information, we encourage you to check the “Frequently asked Questions and Answers” (FAQ) section located in the left navigation on each page on the Consultant Business Centre (https://my.partylite.com) OR contact your Leader prior to calling into PartyLite Services.

By far, your Leader is one of the most important communication tools you have, for motivation, training tips, important dates and fun!

- Our PartyLite Services Team is available Monday-Friday, 8:30 a.m. – 5:00 p.m. ET at 1-877-638-0388 (905-881-6161) or e-mail cons@ca.partylite.com.

Be Prepared - Have your Consultant I.D. number and Order numbers ready when you call or log-on. This will save time and expedite the information you require.

Product Hotline & Communication Centre

The PartyLite Product Hotline is available on the Home page on the Consultant Business Centre (https://my.partylite.com) by clicking on the “Product Hotline” icon. This is where you will find product information and is updated daily when necessary.

PartyLite strives to ensure that only the highest quality candles and accessories are available to your Customers at all times. Occasionally, a product may be temporarily unavailable or discontinued. To provide the best Customer service possible, you will want to advise Customers in advance if there is an item currently unavailable (Stop Sell), on Back Order, or has been discontinued.

Before you go to your Party, always check the Product Hotline to ensure you have the most current and accurate information.

The PartyLite Communication Centre is also available on the Home page. This is where you will receive operational procedures, urgent updates and announcements and is updated daily when necessary. Information posted here will be visible for a minimum of 60 days.

Stop Sell Items

Consultants cannot accept Orders for an item that is placed on Stop Sell. You will want to make suggestions of other products which may appeal to your Customer to purchase in place of the item on Stop Sell. If inventory is depleted after an order is received and accepted at Home Office, a PartyLite Product Certificate(s) (PPC) will be issued in the amount of the purchase price. The PPC will appear as a related order to the original order as Order Type “SB”.

PartyLite expressly prohibits the issuance of a Gift Certificate in lieu of product without a Customer’s consent. Doing so may result in the closure of your Consultant account.
Mailed in Orders Received with Stop Sell Items
Orders received containing an item on Stop Sell will have the item(s) removed from the Order and replaced with a PartyLite Product Certificate(s) (PPC).

- Guest Purchases – The PartyLite Product Certificate(s) (PPC) will be issued for the dollar value paid of the item on Stop Sell on the order.

- Host Gifts – The Host will receive a PartyLite Product Certificate(s) (PCC) in lieu of the Stop Sell item if the value is $10 or more

Back Order Items
To avoid disappointing your Hosts or Guests, inform them of item(s) that are currently on Back Order and that PartyLite will make every effort to supply their product within thirty (30) days or less. Item(s) currently on Back Order will be noted on the packing slip your Host receives with their Party order shipment. After thirty days, if no resolution is determined, a PartyLite Product Certificate(s) (PPC) will be issued in the amount of the purchase price. The PPC will appear as a related order to the original order as Order Type “SB”.

PILAR
Should you not have Internet, please access PartyLite’s automated PILAR system. PILAR (PartyLite’s Information Link Automated Response system) is a system PartyLite has made available to assist you with Hotline information, Order status and tracking information right over the phone. Simply call PILAR at 1-866-745-5279 (24/7).

PartyLite Product Information
Please refer to the Product Information and Updates section on the Resource Centre page on the Consultant Business Centre (https://my.partylite.com) as well as the Learning Centre on the Home page for complete information on all PartyLite Accessories, Candles and Fragrances. With each new catalogue, these sections will be updated with supporting information.

Pre-orders
Orders for a new Catalogue, and other essential business tools, prior to the release of the new product line needs to be placed on a Business Tool Order Form rather than on a Consultant Order. Prior to the release of a new Catalogue, every active Consultant has the Business Tool Order Form available online under Ordering/Business Tool Order on the Ordering page on the Consultant Business Centre (https://my.partylite.com). An active Electronic Bank Debit Account is required to submit pre-orders online. To view/print the form to send via mail, go to Resource Centre/Forms on the Consultant Business Centre (https://my.partylite.com).
Order Tracking

Once you’ve submitted your first few Parties, you will want to track your Orders to find out when they have shipped. Your Host/Guests will be thrilled to receive a call from you advising them that their Order is on its way! There are two ways you can do this.

Via the Consultant Business Centre  (https://my.partylite.com)

- Select Order Status Inquiry under Order Inquiry on the Ordering page.
- Select the appropriate Order Type and enter the order number to track.
- Order Status and Inquiry will provide you with order confirmation pertaining to received and shipped dates, courier tracking numbers, and backorder information.
- Certificate Inquiry will provide you with details on the issue date, retail value and redemption date of all certificates. To retrieve the shipment and tracking information on the certificate, please utilize the Order Status and Inquiry selection.
- Refund Inquiry will allow you to trace your refund requests. Refunds are credited directly to your Consultant Account.

Via PILAR... 1-866-745-5279

You may also trace the above information via an automated phone system. PILAR (PartyLite’s Information Link Automated Response System) can be accessed 24/7 simply by dialing 1-866-745-5279. Our automated messages will guide you through the various menus to access the information you require. You will be prompted to enter your seven-digit Consultant ID number using the number pad on your telephone. Then, select from the following options:

- Order Status (Press 1) - Enter the order number
- Tracking Numbers (Press 2) - Enter the ten digit order number— if certificate number is not 10 digits, key 0’s in front end to make it 10 digits.
- Certificate Info (Press 3) – Enter the 8-digit certificate number
- Brite Start Claim (Press 4)

For order numbers that have less than 10 digits, add zeros in front of the order number.

You will be given an option to repeat the information or select another order to track. Simply hang up after you have obtained all of the information you need.

Please be advised of the following possible delays when Tracking Orders:

- MasterCard® /Visa® declines may delay processing for up to three (3) business days.
- Parties submitted without payment, incomplete paperwork, or short payment may be delayed three (3) or more business days. Within this time, you should rectify the problem.
- "Unavailable" Status - If you are informed that your Order is "unavailable", confirm your cheque has been cashed. If it has, contact your Leader and/or e-mail PartyLite Services at cons@ca.partylite.com. If not, double check with your courier that your Order has been received at Home Office.
- "Being processed" status - if you are informed your Order has been received and is being processed, this Order should be shipped shortly. We guarantee all shipments will be delivered three weeks from the date received at Home Office.
If PILAR is not able to track the Party or gives you reason for other concerns, contact your Leader or e-mail PartyLite Services at cons@ca.partylite.com.

**E-mail Shipment Notification**

If you provided an e-mail address for your Host/Guests prior to submitting your Party Order, and you have an e-mail address on your Consultant Profile, you and your Host/Guests will receive an e-mail notification once your Party Order has shipped.

The e-mail will include tracking number links so you and your Host/Guests can easily track the Order shipment. An e-mail shipment notification will be sent for each shipment, including back-order shipments.

In addition to Party Orders, e-mail shipment notifications are sent to you and your Guests for Online Shopping, Non-Party Guest Orders and to Fundraiser Sellers.

**Online Resources**

PartyLite has made the perfect business tool available online to all Consultants. Whether you are at home or on the road, from almost any computer with an Internet connection you can access the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)) for ordering and information.

**Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com))**

- Available to Consultants and Leaders 24/7
- Accessible from almost any computer with an online connection
- Easy to use
- A great way to help your business grow

The Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)) is your online PartyLite site dedicated to your business including entering Orders, viewing/printing monthly mailing information, reports, direct deposit statements, your Consultant Profile, and more! The Consultant Business Centre is divided into easy to navigate sections: Home, My Business, Ordering, Resource Centre, Events. Additionally, Leaders have the added “Leader Info” page with specific communication for Leaders and above. Furthermore, SRVPs and RVPs have an “S/RVP Info” page with confidential communication for SRVPs and RVP viewing only.

For information on Preferred and Minimum System requirements, please refer to the “System Requirements” link posted on the CBC > FAQ’s.

If you are still unable to resolve your problem, you may contact Customer Support at 1-888-638-0388, Monday-Friday, 8:30 a.m.- 5:00 p.m. Eastern time.

Note: PartyLite’s Customer Support team cannot assist users accessing the site with any device other than what is listed under “System Requirements”.

**Accessing CBC From Cuba**

Consultants traveling to Cuba will no longer be able to log into the CBC. This is because our IT resources are based in the United States, which restricts conducting business in Cuba.
Getting Started Online

Wherever you are, you can enter Orders and receive all of your PartyLite information quickly and easily. The following instructions will help to ensure a smooth start on the Consultant Business Centre.

- For PC users, open your Microsoft Internet Explorer browser. If you don’t have Internet Explorer, you can download it at no cost from www.microsoft.com. For MAC users, open your FireFox browser (if you do not have FireFox, you can download it at no cost from www.mozilla.com).
- Type "https://my.partylite.com" in the address bar, and then “enter”.
- On the next screen, select ‘English’ or ‘French’ under the Canadian flag.
- On the login screen, enter your 7-digit Consultant ID and your 4 digit PIN number. Select ‘Continue.’ In the event your PIN# is only 3 digits, please ensure you add a “0” to the beginning of the sequence to create 4 digits.
- If you are logging in to the Consultant Business Centre (https://my.partylite.com) for the first time, you will receive a welcome message after you login.

Online Tips and Troubleshooting

- Do not include www at the beginning of my.partylite.com
- Make sure you are typing in the address bar and not the search box.
- Make sure you are using the correct web browser: Internet Explorer for PC, FireFox for MAC.
- Your Consultant ID number can be located on your Welcome Letter or e-mail communication.
- If you receive a message stating Access Denied/Invalid PIN, verify that you selected your language under the Canadian flag and that you are using the correct Consultant ID and PIN number.
- For best results with my.partylite.com, it is recommended that you regularly clean your cookies and temporary files.
- If you use a pop-up blocker or ad blocker, you will need to disable them while entering your orders online.
- Do not use the back and forward buttons in your browser toolbar to navigate or you will be locked out of the system for 10 minutes. It is best to use the navigation buttons provided within the my.partylite.com site.
- If you receive a message stating “You are already logged in,” wait 10 minutes and try again. This usually happens if you do not log out properly and is a security feature of the site.
- If you have difficulty viewing any of the online files, make sure that you have the latest version of Adobe Reader® installed. If you do not have it or need to upgrade your version, you can go back out to the flags page of my.partylite.com and click on the icon for Adobe Acrobat® Reader. This download is available at no cost to you.
Help
If you experience any problems online, please access the FAQ button on the Home page of the Consultant Business Centre (https://my.partylite.com) prior to contacting your Leader or Home Office for assistance.

If you are still unable to resolve your problem, you may contact PartyLite Services at 1-877-638-0388 or locally 905-881-6161, Monday – Friday, 8:30 a.m. – 5 p.m. ET.

Online Order Entry
To order online you need to set up your Direct Debit account with Home Office. This allows you to order through our site with cash/cheque payments deducted directly from your chosen Electronic Bank Debit Account (once you submit your Order).

Online Enrollment
- Go to Consultant Information/Consultant Profile/Bank Info on the My Business page on the Consultant Business Centre (https://my.partylite.com). You may add (or modify) your Direct Debit (Electronic Cheque) and/or Direct Deposit Banking Information.
- Please be sure to enter and verify your Bank ID number (second group of eight (8) digits on your cheque) and your Bank Account Number.
- Please allow up to 24 hours for the Direct Deposit updates to take effect. Electronic Chequing Account Information will update within the hour.

Mailed In Enrollment
- Complete the ‘Authorization for Direct Deposit/Direct Debit Form’ and submit to Home Office. This form is available under Resource Centre/Forms on the Resource Centre page on the Consultant Business Centre (https://my.partylite.com).
- For a chequing account, please attach a voided cheque to the form; your request cannot be processed without this. For a savings account, please send an official bank letter or deposit slip indicating your name, institution number, transit number, and account number. Your name must appear on the voided cheque, deposit slip or stamped bank letter. Be sure that the form is completed in its entirety including if you would like your funds processed to your chequing or savings account.
- Mail to Home Office.
- Allow up to ten (10) days for processing.

When using Direct Debit, funds will be deducted from your bank account electronically as soon as you submit the Order to Home Office. Deposit your Customer’s cheques to your Direct Debit Bank Account as soon as you receive them to ensure all funds are cleared into your account and available prior to submitting your Orders to Home Office.
Online Order Information

- When entering your orders online, before you click “submit” you should verify all the totals to make sure they match with your records. Be sure you have entered all the credit card information, and have verified the monies are available in your Electronic Bank Debit Account. Once an order is submitted, no changes can be made.

- Once you have submitted your order, you will see a summary that provides the confirmation of the date and time your order was received and accepted by Home Office.

- You can view or print the Order Summary of submitted orders under Ordering/Order History on the Ordering page on the Consultant Business Centre (https://my.partylite.com).

Consultant Locator

The Consultant Locator is an online process, available through www.partylite.ca that allows a visitor/customer to search for a PartyLite Consultant. There are two Locators on partylite.ca:

- **Leads Locator** - If a visitor is searching for a Consultant from the ‘Find a Consultant’ page or requesting information through any ‘call to action’ on the various pages of partylite.ca, they are brought to the ‘Find a Consultant’ or ‘Request Information’ page to search for a Consultant.

- **Shopping Locator** – If a visitor selects ‘Shop Now’ from partylite.ca to shop online, they must shop from a Consultant’s Web Site. By clicking ‘Shop Now’, visitors are brought to a Shop Online Locator to find a Consultant to shop with.

Both of the above Locators provide visitors with three options to search for a Consultant:

- Search by Consultant Name (if visitor knows a Consultant) *.
- Search by Host Name (if visitor knows a Host) *.
- Search by Postal Code (if visitor does not know a Consultant or previous Host) **.

*available to all status levels
**available only to SRVPs, RVPs and Leaders (see requirements for Postal Code Search)

Opting In to allow you to be searched on www.partylite.ca

Before you can appear in any of the results to be returned when a visitor/customer searches, you must Opt in to give permission to allow your name and information to display on the site.

To Opt in, simply go to the Consultant Locator under Consultant Information/ Consultant Profile on the My Business page on the Consultant Business Centre (https://my.partylite.com), enter the required information, and press “Save” to save.

At the time of Opting in, you must have submitted a Compensatable Sales Order Type in the last 60 days (have an active account). There afterwards, each time a visitor searches for you by name you must be active at the time of search to be returned in results.

With both Locators, there are certain rules and conditions to be met for your name to appear in the Postal Code Search when a visitor is searching for a Consultant in their area by Postal
Code. This search will be done when the visitor does not know a Consultant or Host and chooses to find a Consultant geographically. Listed below is the criteria required.

**Requirements for Postal Code Search return on the General/Leads Locator**

For your name/Web Site to appear in the General/Leads Locator results, in addition to Opting in, you must be an SRVP, RVP or Leader. In addition to being an SRVP, RVP or Leader, the criteria that must be met at the time of search is as follows****:  

- Be active at the time of search (submitted a Compensatable Sales Order in last 60 days).
- Have an active Consultant Web Site.
- Bonus Previous Month.
- Sponsor a minimum of 1 New Consultant in the previous month.

When the visitor inputs their Postal Code, the system first searches for SRVP or RVP within 50 kilometers. The SRVP or RVP Postal Code Locator search within 50 kilometers is a 'round robin' process whereby it will first search for the closest SRVP/RVP within 50 kilometers. The next time a Postal Code within the 50 kilometer area is searched, it will select the next SRVP or RVP and so on for all SRVPs or RVPs within the 50 kilometers.

If no SRVP or RVP is within 50 kilometer range, then the system will search for closest Leader (providing the Leader meets the above criteria)***. It will first search for a Leader within 50 kilometers. If no Leader is found, it will then increase the radius to 75 kilometers to search for a Leader. If no Leader found, it will continue in increments of 25 kilometers up to a total radius of 500 kilometers. If, after 500 kilometers, no Leader is found, the visitor will be advised to use the “Contact Us” page to submit their request.

**not applicable for RVPs or SRVPs  
****round-robin method is used for all Leaders within the specified kilometre range.

**Requirements for Postal Code Search return on the Shopping Locator**

All Consultant levels participate in the search by Postal Code in the Shopping Locator, provided they meet the following criteria at the time of the search.

- Be active at the time of search (submitted a Compensatable Sales Order in the last 60 days).
- Have an active Consultant Web Site.
- Submit $750 or more in Personal Compensatable Sales in the previous month**.

When the visitor inputs their Postal Code, the system will search for closest Consultant (providing the Consultant meets the above criteria)**. It will first search for a Consultant within 25 kilometers. If no Consultant is found, it will then increase the radius to 50 kilometers to search for a Consultant. If no Consultant is found, it will continue in increments of 25 kilometers up to a total radius of 500 kilometers. If, after 500 kilometers, no Consultant is found, the visitor will be advised to use the “Contact Us” page to submit their request.

**not applicable for RVPs or SRVPs  
****round-robin search method within the specified kilometre range.
E-Business Package

This high-value package includes a Personal Consultant Web Site, where your Customers can shop online. It also includes a subscription for you and your Customers to the Candle Connection e-newsletter. If you are looking for an easy way to stay in touch with your Customers and keep them up-to-date on new products and promotions then the E-Business Package is for you! All you have to do is enroll and then collect and input Customer Email addresses into your database. We do all the rest!

The E-Business Package gives you the opportunity to earn Profit 24/7 through receiving orders from your Customers online, any time. This valuable package is yours at the low monthly rate of $14.95 (plus applicable taxes) per month, charged on or after the 3rd business day of every month (depending on your financial institution). That means, with just one average Online Shopping Order of $80 a month, it pays for itself and gives you extra Profit!

How to Enroll
To enroll today, go to “E-Business Package Enrollment” on the Home Page of the Consultant Business Centre and follow through the Enrolment process. You are eligible to enroll providing you meet the following conditions:

- Be active at the time of enrollment (submitted a Compensatable Sales Order in last 60 days).
- Have an active and valid Electronic Bank Debit Account set up on your Consultant Profile
- Are not on Money Order Status.
- Have a valid e-mail address on your Consultant Profile.

Activating your Web Site
Once enrolled, you must activate your web site simply by setting up your Home Page of your web site for your Customers. To do this, select the Consultant Web Site menu in the “E-Business Package Enrollment” after you have enrolled.

Be found through www.partylite.ca
Also, once you are enrolled, you are eligible to be searched on our public site, www.partylite.ca. Stranded Customers will be able to find you and new Customers in your area will be able to shop on your Consultant Web Site. See Consultant Locator FAQ in the FAQ section on the Consultant Business Centre (also available in Consultant Profile/Locator section) for details and conditions. You must first opt in to allow us to display your name in the search return on www.partylite.ca. Opt in through Consultant Profile/Locator.

Inactive after enrolling
If you become inactive, your E-business Package will remain activated for a year from when you become Inactive. During this time, you will continue to be charged the monthly fee of $14.95 plus applicable taxes each month. If you decide that you do not want this service to continue during this period, you must send a request to Customer Service to un-enroll from this program. Your Web Site and Candle Connection will be canceled on or around the last business day of the month in which you have submitted your request. All requests must be received no later than 3:00pm ET on the last business day of the month to avoid being billed for the next month of service.
Even though you may not be actively working your business, consider leaving your site and Candle Connection for your Customers to stay informed and shop! Ensure all your friends, family and Customers have your web site address and you have their email addresses in your database. Remember, an average online order is $80, enough to pay for your E-Business Package and provide you with Profit.

**Money Order Status after enrolling**
If you are on Certified Cheque/Money Order Status, we are unable to debit your bank account for this service. Therefore, you will be billed for this monthly fee through your PartyLite Consultant Account. Once this has occurred for two consecutive months, you will be contacted via email (creditandcollections@partylite.com) in regards to the following:

1. Advise of your wish to continue your enrollment in the e-Business Package
2. To resolve any outstanding payment issues (when applicable)

To avoid cancellation in the e-Business Package (which will shut down your personal Consultant web site and Candle Connection), it is imperative that you respond to the email in a timely manner; otherwise, you monthly subscription will be cancelled at the end of that month.

**Canceling**
If at any time you wish to cancel the E-Business Package, simply submit your request in writing to Customer Service no later than 3:00pm ET on the last business day of the month to avoid being billed for the next month of service. Consultants and their Customers who are subscribed in the Candle Connection program are gathered at the beginning of each month. If your Candle Connection Subscribers have already been extracted for the month’s Candle Connection, it will still be sent and your bank account will still be charged that month. When you cancel your E-Business Package, PartyLite will retain the Candle Connection Subscriber information in case you decide to re-enroll; however, your web site will be cancelled and will need to be set up again when you re-enroll.

Take this opportunity to enjoy the advantages of having both Candle Connection and a Consultant Web Site! It’s the best way to ensure you serve your current and future Customers whenever and however they want to do business with you.

Please review below to learn more features and benefits of Candle Connection and Consultant Web Sites.

**Candle Connection (E-newsletter portion of the E-Business Package)**
Candle Connection is an electronic newsletter that PartyLite e-mails to your Hosts and Guests (that you have indicated as subscribers in your database) throughout the month on your behalf. In addition to your name, phone number, e-mail address, and Consultant Web Site address, Candle Connection includes vibrant full-colour images of Host Specials, Special Offers, PartyLite Preferred Offers, PartyLite success stories, decorating tips and more!

Within Candle Connection there are many links that take Customers directly to your Consultant Web Site so to not delay them in purchasing the item in Candle Connection that caught their eye!

Even though every issue of Candle Connection includes your name, phone number and e-mail address, don’t wait for Customers to call you. Candle Connection is a great way to keep in touch with all of your Customers, and an easy way to begin a phone call. Within a day or so after the mailing, simply follow up with your Customers and say, “Have you seen this month’s Candle Connection?” You would know if they have opened it, because you receive an activity
report on the 1st, and 5th day after it is sent to your Customers.

As you input each Customer on an Extranet Party Order, ensure the “Candle Connection” flag is checked if they have requested the Candle Connection Newsletter. You can view your Candle Connection Subscriber List on the “My Business Page” under “Host/Guest Database”. Here you will find all Customers subscribed, opted out or those Customers whose email address is invalid.

Building your Candle Connection Customer Database
It all starts at the Party! Each time you add a Customer’s e-mail address to a Guest or Host Order on a Party, they are automatically added to your Candle Connection list.

To begin building your Candle Connection list, at the Party, ask if anyone there is already receiving Candle Connection, and ask them to talk about it. If there’s no one on your list already, or you are just beginning to collect addresses, you can say, “You can receive PartyLite newsletters, via e-mail from me. If you decide later that you’re not interested, you can unsubscribe with just one click. My Customers really enjoy looking at the new Specials and hearing about the new products.” For Online Shopping Party and Non-Party Customers, the option to receive Candle Connection is provided to them, and those Customers will then automatically be added to your Candle Connection Subscriber List.

You can also add email/update/remove addresses for Customers who did not order at a Party through Host/Guest Database/Customer Maintenance on the My Business page on the Consultant Business Centre (https://my.partylite.com). These e-mails will stay active each month until a change is made (i.e. customer unsubscribed, change of e-mail, removed by you).

If a Customer wants to sign up for Candle Connection emails but has been unable to attend a Party, they can subscribe for this service on your Consultant Website. On the homepage of your Consultant Website, they simply enter in their email address in the box that says “Sign up for Email Updates”. From there, they can enter in their contact information and also indicate how frequently they want to receive your emails.

To remove a Customer from receiving Candle Connection, first advise the Customer that they can simply “Unsubscribe” on the Candle Connection e-newsletter. Or, you may go to your Customer Maintenance database and remove them yourself.

If your Customers are concerned whether PartyLite is selling their addresses to other Companies, the answer is simply: No. PartyLite does not sell e-mail addresses, just the best candles, fragrances, Home Décor and Ambiance products on the market!

Forwarding Candle Connection to New Customers
You may have new Customers come on board in between Candle Connection issues for whom you want to ensure they receive the Candle Connection e-newsletter. You or your Customers can simply forward the Candle Connection e-newsletter to those interested. However, if the person that receives the forwarded e-mail clicks the "Opt-out" option it will remove the original recipient from the Candle Connection list.

Customer information is confidential and should not be disclosed outside of PartyLite.
Consultant Web Site (Web Site/Online Shopping portion of the E-Business Package)
A Consultant Web Site is a valuable communication tool to keep your Customers informed of your PartyLite Business, and a great Online Shopping tool to provide you with added Profit. It also provides your Hosts with an easy way to create Guest lists, send all Guests e-invitations and reminders as well as thank-you e-mails and invitations to Shop Online for those who cannot attend a Party!

PartyLite is available to your Customers 24 hours a day, 7 days a week when you have a Consultant Web Site! Your Hosts, Guests and Customers can shop for their favourite PartyLite candles and products any time of the day! Remember, one Online Shopping average order of $80 will more than cover your E-Business Package costs!

There is also a special section on your Consultant Web Site where your Host can create their Wish List and view the entire product line. You, in turn, can view your Host’s Wish List to help coach them on Guest attendance to reach their goals.

Consultant Web Site Content
You can personalize your Web Site with your PartyLite story, feature articles and information on upcoming events. PartyLite takes care of the updates for the monthly Host/Guest Specials, product sections and Opportunity section.

Online Shopping Guest Types
Consultant Web Sites are the gateway to Online Shopping. There are two types of Guests that can shop on your web site:

- **Non-Party Guests** can shop online directly through your web site. Non-Party Guest Orders come right through your site, directly into our system and the orders are shipped directly to the Guest.

- **Party Guests** can shop online provided you have set up the Booking in Party Assistant with a future close date and you have not begun Order Entry for the Party. When a Party Guest declines an e-invitation and selects to Shop Online, they are automatically attached to the Party to ensure your Host receives all the benefit from the Online Shopping Party. Party Guests shopping online will have their order shipped to them directly.
Partylite provides you with numerous reports to help you develop strategies so you can achieve all your business goals. Even if you don’t consider yourself a numbers person, the reports Partylite provides are user friendly and with just a bit of practice and perhaps some guidance from your upline Leader, you will be able to put the full power of this information to use in your business.

**Information Centre**

- **Product Look-up and Favourites Report** to support current or next month’s Host and Guest promotions
- **Personal & Unit Sales and Sponsoring** graphs with Month to Date (MTD) and Year to Date (YTD) displays

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**Business Building tool:** Find Customers who would be the most interested in particular promotions.

**Planning tool:** Get a quick glance at how your Personal sales and sponsoring performance compares to your goals.
Team Builder Report

Accessed from Consultant Reports on 'My Business' page, the Team Builder report is designed to assist Team Builders and their upline Leaders in supporting and developing their business and Leadership goals.

**Highlights of the Team Builder report:**

- Levels indicates Sponsoring Lineage
- Download to Excel, create labels and e-mail options
- Dropdown to change month (current Team remains when viewing previous month)
- Contact Box for more Personal information, including Phone Number, e-mail, etc
- Ability to Hide/Display Inactives (remains even if changing month being viewed)
- Upline Team Builder can view report of downline Team

**There is a summary section at the end of the report including:**

- Number of Parties
- Number Consultants (total)
- Number of Consultants with Sales > 0
- Number of Active Consultants
- Average Comp Sales / Consultant
- Average Comp Sales / Party
- Average Bookings / Party
- Number Sponsored

**Leader Dashboard**

- Leaders can access the Team Builder report under the Team Builders tab on Leader Dashboard simply by selecting the Team Builder’s name (where underlined)
Events

Conference Cash

Conference Cash is a program that allows you to reserve a specified amount from each Party submitted to Home Office from your weekly profit cheque into a Conference Cash account. PartyLite holds your Conference Cash payments in a non-interest bearing account to be used towards your registration fees for Conference.

You can register for Conference Cash under My Business > Consultant Information > Consultant Profile > Conference Cash. Simply fill in your deduction amount and your dates and select “Save”. As this program is specifically designed to assist you with saving for Conference, there will be an automatic end date every June. Any amounts not used towards your Conference Registration will be deposited back into your Consultant Account near the end of June each year.

National Conference Registration

National Conference is PartyLite’s most exciting event of the year! Consultants and Leaders from all across the country get together for recognition, training, launches, fun and excitement. If you’re looking for an infusion of inspiration and energy into your business, National Conference is simply one of the best business building tools available to you.

To register for Conference:

- To begin Registration, go to the Events page on the Consultant Business Centre (https://my.partylite.com) and follow the prompts

If you participate in the Conference Cash program, you will be able to select this option on the payment screen to partially or fully pay for your registration.

Meetings

Your Region and Unit meetings are like having free tuition to PartyLite University. Block these dates on your calendar each month so you know you:

- will be up-to-date on all of the most important announcements
- will receive key training
- will regularly connect with others who are also building their businesses
Building a Team

PartyLite Leaders began their business just like you – with a Starter Kit and an unlimited Profit Opportunity. You too can take advantage of everything PartyLite has to offer by becoming a Leader. Building your own team is the key to maximizing your personal and financial growth in PartyLite. As a Leader, you have access to a greater Profit earning opportunity, greater rewards, product samples, additional training and you are often eligible for special privileges at corporate events such as National Conference.

The best news is, there’s no need to wait a certain period of time before pursuing Leadership. We have Consultants who became Leaders during their New Consultant Brite Start period! All you need to begin is an excitement about the potential of your PartyLite business and a desire to share this gift with others. With the support of your Leader, you will soon belong to an elite group of entrepreneurs who achieve their own goals by helping others achieve what they want.

From Consultant to Senior Regional Vice President, you determine how far you go. Want a raise? You got it! No waiting for a position to open up or someone else to decide you deserve a promotion. You control your own Profit and career advancement in three ways:

- Through your personal business
- By adding more Consultants to your team
- By helping others achieve their own Leadership goals

Your compensation reflects the efforts you put into your role of training, inspiring, influencing and recognizing other Consultants. See how the Profit of a Consultant compares to the Profit of a Unit Leader who holds the same amount of Personal Parties but also has a team of their own.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Consultant</th>
<th>Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Parties</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Monthly Profit*</td>
<td>$960</td>
<td>$1,140</td>
</tr>
<tr>
<td>Unit Parties</td>
<td>0</td>
<td>30</td>
</tr>
<tr>
<td>Leader Profit Award*</td>
<td>$0.00</td>
<td>$1,050</td>
</tr>
<tr>
<td>Total Profit</td>
<td>$960</td>
<td>$2,190</td>
</tr>
</tbody>
</table>

*Based on the PartyLite Canada Party average of $500 in Sales

Once you DECIDE you will be a Leader and COMMIT to your action plan, you are on your way to SUCCEEDING! Start by partnering with your upline Leader for training and support. Fill your calendar with Bookings and build your Host Coaching skills so you meet enough people to book more Parties and Sponsor. Take advantage of all meetings and corporate training opportunities. If your SRVP or RVP has a ‘Leaders of Tomorrow’ (LOT) program, join it!

The rewards of Leadership await you! We look forward to welcoming you to the Leadership team, compensating you for your efforts and recognizing your achievements!
Starting a New Consultant

Once your prospective Consultant has said "yes" to the Opportunity, you'll want to provide a thorough orientation in order to give them the best opportunity to achieve Brite Start. You have the option to either submit the New Consultant Agreement/Starter Party online under Ordering/Start New Consultant Agreement on the Ordering page on the Consultant Business Centre (https://my.partylite.com) or via mail by completing the New Consultant Agreement paperwork.

Consultant Start Date

The Start Date for a New Consultant is the date that the Consultant Agreement and Starter Party/Kit Payment are received and accepted at Home Office. New Consultant Agreements are legally binding contracts between PartyLite and a New Consultant. Once a Consultant signs/accepts the Agreement and submits it to Home Office, the Company is unable to change, amend or alter any of the pertinent information on the Agreement.

Please ensure that all information is completed accurately and in full before submitting it to Home Office as a New Consultant’s Start Date may be delayed if information is missing. If Home Office needs to obtain any missing or incorrect information:

- a courtesy call will first be made to the Consultant’s Leader, notifying them of the problem,
- if no resolution is received from that Leader, the next upline Leader will then be notified of the situation,
- in order to avoid a delayed “Start Date”, please ensure any issue is resolved within 3 Business Days.

A delayed Start Date may affect whether or not a Consultant meets a deadline for a promotion and could also affect Leadership Development qualifications.

Completing the Consultant Agreement

- The New Consultant Agreement must be completed in full to be accepted.
- Ensure the name, shipping, mailing, e-mail address and Date of Birth sections are completed in full. The e-mail address is important as it allows Home Office to e-mail your new Consultant I.D. number and PIN to access the Consultant Business Centre within one business day of the Agreement being processed.
- List the first six Bookings the Consultant has booked within the first two weeks of business.
- Ensure the correct Kit number is included on the Agreement as without it, the order will be delayed and can cause undue frustration for your New Consultant.
- Both the Sponsor and Leader of the New Consultant are required to sign the Agreement.
- Ensure the New Consultant signs both the front and back of the Agreement to ensure they understand their new role as an Independent Consultant. No one else is authorized to sign the agreement on their behalf.
• Re-activations (who have been inactive less than 1 year) cannot be submitted online through the Online Application process. These must be submitted by mail. Please refer to section Re-activations in the ‘Building a Team’ section in this guide for details.

• Finally, before you send it off to Home Office, do one last double check to ensure ALL sections are filled out completely.

Starter Kit

A Starter Kit contains everything a New Consultant needs to successfully begin their PartyLite Career. The value of the Starter Kit may vary from time to time at the discretion of PartyLite.

Methods for Obtaining a Kit

Method A: Starter Party
The New Consultant holds a Starter Party and does not receive Profit or Host Benefit/Credit on the sales, but uses the total Compensatable Sales toward the suggested retail value of the Starter Kit.

All Starter Party sales and monthly sales volume (monthly Bonus, Promotion credit, etc.) will apply for the Consultant whose name appears on the Host Order Form or, for online submission, will apply for the Consultant who is selected.

Who can submit the Starter Party?
• The New Consultant
  OR
• The Sponsoring Consultant

If the Starter Party was conducted by the Sponsor, the New Consultant must be listed as the Host.

Starter Parties with $500 or more
When a Consultant has a Starter Party with $500 or more in Personal Compensatable Sales, the Consultant qualifies to receive the Starter Kit at no charge, and, extra dollar for dollar retail product based on sales over and above the $500 Compensatable Sales amount.

Example:
Starter Party Compensatable Sales $600.00
Suggested Retail Value of Starter Kit $500.00
Excess Retail Amount Over Starter Party Sales $100.00

For the above example, the Consultant may choose $100 suggested retail product at no cost to them.
Starter Parties under $500
In the event the Starter Party does not cover the $500 suggested retail value of the Starter Kit, the balance can be paid when the Starter Party is remitted (enclose separate cheque (if mailing in the Starter Party) or credit card information), or the New Consultant can opt to have the remaining balance deducted from their Profits until paid in full.

Example:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggested Retail Value of Starter Kit</td>
<td>$500.00</td>
</tr>
<tr>
<td>Starter Party Compensatable Sales</td>
<td>$455.00</td>
</tr>
<tr>
<td>Balance Owed for Kit</td>
<td>$ 45.00</td>
</tr>
<tr>
<td>Less 50% (Consultant Cost)</td>
<td>-22.50</td>
</tr>
<tr>
<td>PST payable on balance per province</td>
<td>$ _____</td>
</tr>
<tr>
<td>Balance Due</td>
<td>$ _____</td>
</tr>
</tbody>
</table>

*Indicate on the Starter Party paperwork how the balance owing will be paid for.

Method B: Full Purchase
The Starter Kit may be purchased outright for $250 (50% off the suggested retail value of the Starter Kit) when accompanied by a completed New Consultant Agreement. Please use a Guest Order Form when payment is by credit card and attach it to the Agreement Form.

Online New Consultant Agreements and Starter Parties
Online New Consultant Agreements and Starter Parties come from PartyLite’s commitment to provide you current resources and tools which will help you minimize the time spent managing your business.

Accepting and submitting the New Consultant Agreement online is a legal agreement/binding contract between PartyLite and the New Consultant. The New Consultant Agreement must be completed and accepted online by the New Consultant only.

Inactive Consultant who is submitting an Agreement online who has been inactive over 1 year
An inactive Consultant who has been inactive for more than 1 year, may submit their Consultant Agreement online, however, when they submit their Consultant Agreement online, they will submit their Agreement (including Starter Party if applicable) as ‘pending’ which means it will be sent for Home Office Approval.

Home Office will review all pending Agreements the following business day, and if approved, close the account of the previous Consultant ID. The start date of the New Consultant will be the date the New Agreement was approved by Home Office. For Sponsoring Challenges that are required by a certain date, please keep this in mind for adequate approval time.

Inactive Consultant who is submitting an Agreement online who has been inactive for less than 1 year
Online submission of Re-activations for New Consultants who have been a Consultant with PartyLite previously and have been inactive for less than 1 year will not be accepted.

A Consultant who has been inactive for less than 1 year, and wishes to receive a new Starter Kit, needs to submit their paper New Consultant Agreement (including Starter Party if applicable) and payment to Home Office via fax/mail only. Agreements submitted online for a
New Consultant who has been inactive for less than 1 year will result in the Application being submitted as pending for Home Office approval, and thus will be denied approval which will result in a delay of the start date of the New Consultant until the paper Consultant Agreement is received (including Starter Party if applicable and payment) via fax/mail.

There are 4 easy steps to submitting a New Consultant Agreement and/or Starter Party online:

**Step 1: Consultant and Kit Information**
The Sponsor begins the Application process by selecting “Sponsor-Start New Consultant Agreement” under Start New Consultant Agreement from the Ordering page on the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)). The Sponsor has three areas that require selections:

- Starter Kit Entry Option – Is the Kit Paid in full or via Starter Party?
- Starter Party Entry Option – Who will enter the Starter Party online – the Sponsor or the New Consultant?
- Sales Credit – If you have selected the Sponsor to enter the Starter Party online, you can choose whose account the Starter Party Sales Credit will be applied to. When the Application and Starter Party is submitted, all information, including the Starter Party Sales, Bookings and number of Guests will post to the New Consultant’s Activity file.

Once Step 1 is completed the system will auto-assign a temporary ID and Password for the New Consultant. The Sponsor should notify the New Consultant of this ID and password so they can access the Consultant Business Centre and complete the New Consultant Agreement and Starter Party (if selected). However, the New Consultant cannot access the Consultant Business Centre until the Leader assigns the Kit in Step 2.

The Sponsor notifies the Leader when this first step has been completed.

**Step 2: Leader assigns the Kit Number**
The Leader assigns the Starter Kit by selecting “Leader-Assign Kit and View Leader Agreement” from the Start New Consultant Agreement menu on the Ordering page on the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)). The Leader will select the appropriate Kit the New Consultant requires.

**Step 3: Starter Party Entry**
If the Sponsor has been selected to enter the Starter Party, as soon as the information has been completed on this page, the Sponsor should add the Booking to their Party List to start the Party process. Once the Party Close date has passed and all Online Shopping Orders have been received for the Party, the Sponsor can move the Party into Party Order Entry, linking the Party to the New Consultant. A list will display of all pending Applications to select from. However, if the name of the New Consultant is not selected, the system will not consider this a Starter Party. To confirm the Party is a Starter Party, the Party Order Information page will have “This is a Starter Party Order” displayed at the top of the page.

If at this time it had been forgotten to select from this list to link the Party to the New Consultant, this can be done simply by selecting “Change to Starter Party” from the bottom of the Party Information page, following the steps by linking the Party to a New Consultant in your pending applications list.

To revert a Starter Party to a Regular Party: Open the Applicant in your Pending Applications List and select “Delete Starter Party” at the bottom of the page beside the Starter Party
Number.

The Starter Party is not actually submitted in this step. It is simply marked as completed. The Starter Party will automatically submit once the New Consultant accepts, completes and submits the New Consultant Agreement online.

If the New Consultant has been selected to enter the Starter Party, the New Consultant can complete this with Step 4.

**Step 4: New Consultant completes Agreement and Submits**

With the Temporary ID and password, the New Consultant accesses the Consultant Business Centre. If the New Consultant has been selected to enter the Starter Party, the Starter Party must be completed in advance of submitting the New Consultant Agreement. The New Consultant then accepts the legal conditions, completes their personal and Banking Information on the online Consultant Agreement and submits. The Starter Party (if applicable) is automatically submitted along with the Agreement.

Kit payments for an outstanding Starter Kit balance can be made by Direct Debit, Credit Card or Consultant Account. Unless otherwise stated the New Consultant Account will be immediately charged with the Starter Kit balance due amount plus applicable PST.

In order to ensure duplicate consultant accounts are not created, if any personal information or bank information entered on the New Consultant Agreement matches to a Consultant in our existing Consultant database, the New Consultant Agreement will be 'submitted as pending' for Home Office approval. Home Office will review all pending Consultant Agreements on the next business day and if required, Consultant Services will contact the Sponsor/Leader/New Consultant accordingly. If the pending Agreement is approved the start date will be the date Home Office approved the Agreement.

Once the Agreement has been submitted successfully and is received and accepted at Home Office, an email welcoming the New Consultant will be sent to them and a copy of the e-mail will be sent to the S/RVP, Leader and Sponsor within one business day. The e-mail will include the New Consultant’s ID and PIN number. The PIN number will not be displayed for the S/RVP, Leader or Sponsor.

The New Consultant will be able to view their submitted Agreement under Consultant Information/View Agreement on the My Business page on the Consultant Business Centre (https://my.partylite.com). All submitted Consultant Agreements will be displayed online for 31 days.
Re-Activating

A Consultant becomes inactive 60 days from the date of which their last Compensatable Sales Order Type was submitted, received and accepted. Refer to definition of Inactive Consultant in Glossary for specifications.

Inactive less than ONE (1) year

Consultants may be re-activated by submitting a Compensatable Sales Order Type (see Glossary for definition of Inactive). If the Consultant requires a new Starter Kit, a complete Consultant Agreement form must be submitted by mail only clearly marked “Re-activating”, along with a Starter Party or payment in full for their new Starter Kit.

When re-activating, a Consultant is not eligible for Brite Start or any other Sponsoring promotions. Re-activated Consultants may order literature. However, other qualifications apply. See Consultant Order in the Order Types section for details.

Inactive over ONE (1) year

Consultants who have been inactive over one (1) year are treated as New Consultants who have never been with PartyLite before.
Unit Leader Letter of Intent

Once you have chosen a target promote-out date for becoming a Unit Leader, it’s time to submit a Unit Leader Letter of Intent found under ‘Forms’ on the Resource Centre page of the Consultant Business Centre. Ideally, do this at least one month prior to the date you are planning on promoting-out. At the very latest, ensure the form and photo is received by the third business day of your promote-out month so you can receive the recognition you deserve in Celebrate.

The form and photo can be mailed to Home Office. They should be sent to the attention of the Marketing Department. The form can also be printed, filled in, scanned and emailed, along with the photo, to marketingcanada@ca.partylite.com. Also send a copy of the form to your upline Leader and your SRVP or RVP. Keep a copy of the completed form for your own records.

Leadership Best Practices

All successful PartyLite Leaders share characteristics with the successful Leaders of yesterday, today and tomorrow. Some of these characteristics are specific character traits, while others are specific business practices and requirements set out by PartyLite. The following are some of the requirements and best practices of being a Leader with PartyLite.

- Have a signed Leader Agreement.
- Adhere to Company Policies and Procedures.
- Lead by example.
- Maintain a good credit standing and positively promote PartyLite.
- Conduct monthly Unit Meetings.
- Remain personally active with Personal Compensatable Sales of $1,250 per month, from the month of promoting out.
Team Builder Level - (TB)

Team Builder – your path to Leadership.

![Consultant ➔ Team Builder ➔ Consultant]

Awards

As a Team Builder, you will receive:
- A $200 PartyLite Product Certificate (PPC)

Qualifications for Team Builder (through December 31, 2015)
- In the qualifying month have $750 in personal compensatable sales
- In the qualifying month have two personally sponsored selling Consultants, with a minimum of $1 in Personal Compensatable Sales each
- Have personally sponsored two new Consultants in the previous six months
  - The two new Consultants can both be sponsored in the qualifying month

Maintenance
- A Team Builder will Reposition to a Consultant if they go inactive (60 days without a Compensatable Order).

Details
- Like all ranks, Consultants can promote to Team Builder multiple times however they are only eligible for the Team Builder award once.
- If a Consultant skips Team Builder and promotes straight to Unit Leader they are eligible for the Team Builder Award (one time only).
- Anyone promoting to Team Builder that was previously a Team Leader or higher rank will be a ‘new’ Team Builder if it has been at least two full years since they last held the rank of Team Leader or higher. If less than two full years they are considered “requalified”.
Unit Leader Award Level - (UL)

Our first full level of Leadership is Unit Leader.
In PartyLite, Leadership is the way to access the greatest Profit opportunities and rewards PartyLite has to offer, including being able to achieve your own goals by helping others achieve theirs. To be a successful Leader, just continue the activities and behaviours you used to build your business, while sharing what you do with others so they too can achieve their goals through PartyLite.

Awards
As a Unit Leader, you will receive:
- a silver tone lapel pin
- an elegant pen featuring the PartyLite Name and Logo
- product gifts based on rank

Profit Awards
A Unit Leader may receive:
- 25% Profit on all Personal Compensatable Sales (awarded weekly)
- 6% Bonus with $2,300 or more in Personal Compensatable Sales during the month (awarded monthly)
- 7% Profit Awards (awarded weekly) based on Central Unit Compensatable Sales (including the Central Unit Leader’s Personal Compensatable Sales)
Qualifications:

Prior to promoting-out, the prospective Unit Leader must:

- Have a good credit standing
- Maintain Leader Best Practices
- Have two (2) personally Recommended new Consultants in previous 12 months

During the month of qualification, the prospective Unit Leader must:

- Be a Bonus qualifier
- Have a minimum of four (4) selling Consultants, with a minimum of $1 in Personal Compensatable Sales each. None of the four (4) selling Consultants must be personally sponsored.
- Total Unit Compensatable Sales of $3,500 (excluding the Leader’s Personal Compensatable Sales)
- The two (2) personally Recommended new Consultants in previous 12 months mentioned above can both be Recommended in the qualifying month

If a Consultant promotes-out to Senior Unit Leader or above rank by promoting-out a Unit in the same month that they promote-out, this Senior Unit Leader must qualify with four (4) selling Consultants, and Unit Compensatable Sales of $3,500, not including any of the promoted-out Unit's Consultants, Leader or their Compensatable Sales.

Maintenance

- Maintain Personal and Central Unit Activity

Requalification

Should a Unit Leader or above rank reposition to Team Builder or Consultant they can requalify when they meet or exceed the qualifications for Leadership, which include:

Unit Leader Qualifications:

Prior to promoting-out, the prospective Unit Leader must:

- Have a good credit standing
- Maintain Leader Best Practices
- Have two (2) personally Recommended new Consultants in previous 12 months

During the month of qualification, the prospective Unit Leader must:

- Be a Bonus qualifier
- Have a minimum of four (4) selling Consultants, with a minimum of $1 in Personal Compensatable Sales each. None of the four (4) selling Consultants need to be personally sponsored.
- Total Unit Compensatable Sales of $3,500 (excluding the Leader’s Personal Compensatable Sales)
- The two (2) personally Recommended new Consultants in previous 12 months mentioned above can both be Recommended in the qualifying month

A Leader with downline Units in place prior to being repositioned can recapture those Units when they requalify within four (4) consecutive months after repositioning to Team Builder or Consultant, ONE TIME ONLY in their career with PartyLite. If this Leader does not requalify
within the four-month period, they will not be eligible to recapture any former downline Units. If this Leader loses their Central Unit a second time, they cannot recapture those downline Units the second time they requalify.

When a Repositioned Leader requalifies their Central Unit will include any "New" Consultants, along with the Consultants and Team Builders in their former Unit. This does not include Units promoted-out from the time they were repositioned until the time they requalify as a Unit Leader.

Once a Repositioned Leader who has used their two (2) grace months and one (1) rebuilding month requalifies for Leader rank, they have no grace or rebuilding months left during that calendar year. If they do not achieve Leader Maintenance in any future month in that calendar year (except December), they will be repositioned to Team Builder or Consultant on the first of the following month.

An exception to these policies applies when a Leader chooses to relinquish their Leader status to explore opportunities in other direct selling companies. Please review ‘Relinquishing Leadership’ for details.

Note: The calculation of compensatable sales may vary based on order type, such as Gift Certificates and Fundraisers. Please review the Order Types section of the Consultant Business Guide for more details.

For further details on Leadership Development, please speak with your Leader and/or Regional Vice President.
Recognition & Awards

Brite Start

As a new Consultant, Brite Start is your action plan for success. By maximizing all that is available to you through Brite Start, you not only receive incredible and valuable rewards, you develop strong and consistent business habits that empower you to achieve any business goal you can imagine. Learn more about the Brite Start Program from the Getting Started menu under the Learning Centre button on the Home Page of the Consultant Business Centre (https://my.partylite.com).

PartyLite’s Recognition and Awards Program

One of the greatest parts of being involved in a company like PartyLite is how much we value recognition. There are so many opportunities for your efforts to be appreciated and your results to be celebrated. It all starts at your Unit and Regional meetings where you are recognized in front of your closest peers. We at Home Office provide opportunities for you to be honoured Canada-wide whether it be online, in print or at events like National Conference. Many Consultants and Leaders say that the incredible recognition is a large part of why they love their PartyLite business.

Take the time now to decide what you want to achieve and make a plan to commit to reaching your goal. Then, enjoy the Recognition your success will bring throughout the year.

Our Recognition and Awards Program has awards that represent symbols of your success as a business person. Review the Recognition and Awards brochure and discover what you can earn, just by doing your regular business activities!

Whatever your rank, we want to recognize your hard work and achievements!

All categories and qualifications are outlined in the “PartyLite Recognition and Awards Program” brochure, which can be viewed/printed under the Resource Centre menu on the Resource Centre page of the Consultant Business Centre (https://my.partylite.com).
Promotions – Standard Qualifications

- Unless otherwise stated, to qualify for any promotion, Leaders and Consultants must be "Active" each month during the promotion dates (Consultants and Team Builders with $750 or more in Personal Compensatable Sales; Unit Leaders and above rank with $1,250 or more in Personal Compensatable Sales which must be received and accepted at Home Office from the month they Promote-Out to Unit Leader).

- Newly-sponsored Consultants with a start date within a promotion qualification period must be active each calendar month during the promotion starting with their first month of business. Activity is based on a calendar month only and is not subject to the special terms of the Brite Start Program for New Consultants.

- All Leaders and Consultants qualify for any promotion at the rank they hold at the beginning of the promotion period unless otherwise stated in the promotion.

- All qualifying Starter Party Sales received will count for the Sponsor or Consultant whose name appears as the Consultant on the Party Order Invoice when it arrives at Home Office. The Consultant's name and/or date on the Party cannot be changed. In order for the Party to be processed as a Starter Party it must be accompanied by a New Consultant Agreement, which includes the Starter Kit numbers and signatures of both the Sponsor and the Leader.

- To count as a Brite Start Qualified New Consultant in any promotion, a New Consultant must submit $1,700 in Personal Compensatable Sales which must be received and accepted at Home Office within the first full month following their Start Date (including any Sales from "Bonus" days). If a New Consultant's Start Date falls on the first calendar day of the month, they have until the last calendar day of the following month to Brite Start Qualify.

- A Qualified Party is a Party, with $300 or more in Compensatable Sales (excluding Host purchases, taxes and shipping, handling charges).

- If promotion awards or points are awarded for promoting-out a New Unit Leader, the Upline Leader (from the Promote-Out date) must retain their title, but will not be penalized should the New Unit Leader not remain active, or retain title, unless otherwise stated in the specific promotional details.

- While a Consultant may Sponsor their spouse, the spouse cannot count as a Newly Sponsored Consultant for Rank Promotion qualifications, Success Seekers Trip, Product promotions, or monthly promotions. Spousal Sponsors will, however, count towards long term/fixed Programs, i.e. Sponsoring and Recognition Programs and the Profit Awards.

- To count in any promotion as a newly Sponsored Consultant, a previous Consultant with PartyLite must have been "inactive" for one (1) full year.

- A good credit standing is required for any Leader or Consultant to qualify for any promotion. Any Consultant or Leader who is currently restricted to "Certified Cheque or Money Order Only" status must continue to remit accordingly. As long as there is an outstanding obligation due PartyLite, the Consultant or Leader may be disqualified from a promotion.

- Parties returned to the Leader/Consultant by Home Office for any reason will not count toward Personal or Unit volume until they have been resubmitted and received and accepted by Home Office.
• PartyLite reserves the right to disqualify any Leader or Consultant who engages in misconduct or violates any PartyLite policy or procedure.

• Prior to the start of a contest or promotion, if you do not want to participate, please send written confirmation to the Home Office, Attention: Customer Service.

• No exceptions or extensions of deadlines will be made for mail delays, weather conditions or any other reason. The only guaranteed courier service that PartyLite will honour is that of couriers that hand deliver material into Home Office and that are also signed for there. This provides a written record to substantiate the delivery. Your courier must have physically taken possession of your package. You may wish to contact your courier for pick-up and delivery schedules.

• PartyLite does not recognize Express Post as a guaranteed courier as verification of delivery is to the Post Office only and not directly to Home Office.

• We recommend you contact your Leader if you have any questions regarding qualification for any promotion. They may be able to explain terminology that may be new to you, help you set weekly and/or monthly goals to attain the level you desire and assist you in any way they can.
Standard Success Seekers Trip Qualifications

Each year, PartyLite offers all Consultants and Leaders - both current and new - the opportunity to achieve an exciting, networking opportunity on a Success Seekers Trip to a fabulous destination. A brochure explaining how to achieve the trip is mailed to all active Consultants and can be found online on the Events page on the Consultant Business Centre.

To earn the trip, Consultants and Leaders must achieve a specified point level and sponsoring requirement as outlined in the current trip brochure. The following section outlines the standard qualifications and methods for earning points. These standard qualifications apply each year unless otherwise stated in the current trip brochure. Trip qualification requirements and methods of earning points may vary from year to year as outlined in the current trip brochure. You won’t want to miss a Success Seekers Trip!

Guest Buy-Ins

- Trip Qualifiers have the opportunity to earn a trip for two and bring a guest at no charge!
- Additionally, qualifiers can bring a guest by paying the required “Buy-In” amount as outlined in the current Success Seekers Trip brochure. The buy-in amount to bring a guest is determined by the total points accumulated above the required point level for a trip for one. A Buy-In chart is published each year in the trip brochure and outlines set increments of points above the required minimum and the corresponding dollar amounts required to Buy-In a guest. The greater the total number of accumulated points, the less the buy-in amount required. The dollar amounts to Buy-In a guest will vary from year to year.

Guest Eligibility:

Unless stated otherwise in the current trip brochure, the following rules apply regarding guest eligibility.

- Only one guest Buy-In per trip qualifier.
- Guests must be at least 18 years of age as of the first day of travel.
- Qualifiers may not bring another Consultant (from Canada or any other country) as their guest.
- Qualifiers cannot buy-in another qualifiers’ guest. Trip points are not transferrable and have no cash value.
- A past Consultant may only qualify as a guest if they have been inactive for at least one year.
- All Buy-In guests must be registered and payments must be paid in full by the deadline date stated in the trip confirmation package sent to qualifiers.
- If you pay to bring a guest, you must provide the guest’s full name upon registration. If the name changes after the registration deadline, the Consultant will be required to pay all applicable airline and accommodation penalties.
Roommates
Anyone not taking a guest will be assigned a roommate (two qualifiers per room). PartyLite will try to accommodate all roommate requests but cannot guarantee your choice of roommate. During the registration process, qualifiers will be asked to provide the name of their preferred roommate.

Not Attending?
PartyLite must be notified by the deadline date stated in the trip confirmation package sent to qualifiers if you have qualified for the trip and decide not to attend. If this notification is not received by the deadline date, you will not be eligible to use your trip points for any other specified promotion (if applicable).

Excess trip points are not redeemable towards any other promotion unless otherwise stated in the current Trip Brochure.

Senior and Regional Vice Presidents
A Senior or Regional Vice President who qualifies for the Success Seekers trip may bring a guest at no extra charge provided they have proper RVP structure as stated in the communications for the current Success Seekers Trip.
Your Consultant Account

Consultant Activity

Monthly Activity:

- Consultants or Team Builders must submit $750 or more in Personal Compensatable Sales that are received and accepted at Home Office each Business Month (24/7).

- Unit Leaders and above must submit $1,250 or more in Personal Compensatable Sales that are received and accepted at Home Office each Business Month (24/7) beginning with the month they promote-out to the rank of Unit Leader or above.

“Inactive”
Consultants who do not submit a Compensatable Sales Order type within 60 days will be considered Inactive and will be automatically removed from the company mailing list.

Effective April 1, 2012, all Compensatable Sales Order Types (i.e. Party, Fundraiser, Online Shopping, Customer Re-order, Compensatable Gift Certificate, etc.) which are submitted, received and accepted at PartyLite will keep a Consultant active for 60 days.

Submitting a Consultant Order when you are Inactive
If submitting a Consultant Order while inactive, the only business tools which can be ordered are catalogues. If you wish to order other products and other pieces of literature, we suggest you first speak with your Leader to make arrangements.

Party Rewards Brochures/Candle Connection and Consultant Web Sites when Inactive
For Consultants who are Inactive, Party Rewards Brochures registration is cancelled and the Inactive Consultant will no longer receive the Party Rewards Brochures that will be sent the following month. For Candle Connection and Consultant Web Sites: If you become inactive, your E-business Package will remain activated for a year from when you become Inactive. To cancel Candle Connection/Consultant Web Site, a request in writing must be submitted to Customer Service no later than 3:00pm ET on the last business day of the month to avoid being billed for the next month of service. Your subscription will be cancelled on or around the last business day of the month.

“Re-activate”

- Notify your Leader of your intent to Re-activate.

- Submit a Compensatable Sales Order Type.

- If you have an outstanding balance on your Consultant Account, this may prevent you from submitting an Order to re-activate yourself. This outstanding balance can be caused from Excess Freight, ROF charges, etc. that occurred around the time you sent in your last Party or after. Since these amounts were not covered by your Profit, they became outstanding. Simply contact Customer Service at 1-877-638-0388 to make payment arrangements, regain access to Online ordering and have your privileges re-established.
• Purchase any Kit Addition or Literature necessary to update your Kit.
• Home Office will not honour an order for Starter Kit additions unless:
  • $250 in Personal Compensatable Sales has been received and accepted.
  • Catalogues and sales aids are purchased in addition to product.
  • Your Leader notifies Home Office of your intention to be Active and approves processing of your Consultant Order.

**Promotions and Recognition Awards**  
For most promotions, Consultants and Leaders must be Active every business month during the promotion period. Please reference the ‘Promotions-Standard Qualifications’ section in this guide.

**How to Read Your PartyLite Income Statement/Cheque**

Your Income Statement/Cheque is comprised of five sections.

1. **Top Line above Statement Section**  
   • Period Ended – the last day of the week or month for which activity was received.  
   • Consultant ID – your Consultant ID number.  
   • Cheque/Statement Date – the date the cheque/statement is printed and mailed from Home Office.  
   • Cheque/Statement Number – the preprinted cheque number assigned or a computer generated statement number.

2. **Statement Section – Column Headings**  
   • Invoice – the order number associated with the payment or adjustment transaction.  
   • Date Rec’d – the date the order was received and accepted by Home Office, or the date the adjustment transaction occurred.  
   • Host/Comments – the description of the transaction being processed.  
   • Comp. Sales – the Compensatable Sales upon which the transaction is based.  
   • % – the percentage used in calculating Income or Income Awards on the Compensatable Sales.  
   • Income Earned/Adjustment Amount – the actual dollar amount of the transaction.  
   • Balance – running subtotal of cheque/statement amount.
3. Cheque Statement Message Section
This section is used from time to time throughout the year to notify you about a variety of topics. The most common messages are:

- “Your $TASH-CA$H balance is:” – the cumulative amount to date for the $TASH-CA$H you have elected to go into your $TASH-CA$H Account.
- “We have received your Conference Registration.” – Home Office has received your Registration for Conference.
- Other messages may include notification of Stop Sell items, contest deadlines, or general reminders.

4. Cumulative Data Section
This section provides you with the following cumulative year-to-date information:

- 25% Income – Personal Income earned on your Compensatable Sales.
- Bonus – Bonus earned at the end of each month.
- Profit Plus – the cumulative amount for all levels of Income Awards earned.
- Prizes and Awards – the amount earned through various contests or promotions during the year.
- Orders – the cumulative amount of Compensatable Sales.

Direct Deposit
Consultants who wish to change their receipt of compensation from manual cheques to Direct Deposit can simply change this in the Consultant Information/Consultant Profile section on the My Business page on the Consultant Business Centre (https://my.partylite.com). Or, should you choose to mail in your request, complete the "Authorization for Direct Deposit/Direct Debit" form and mail it to Home Office, along with a void cheque or a stamped bank letter.

Separate void cheques need to be attached to Authorization Forms for direct deposit/debit if you wish to use two different Bank accounts, one for direct deposits (Profit) and another for direct debits (Extranet use). As this Authorization Form contains confidential information, we require visual proof of a void cheque with all banking details.

Please note that activation of direct deposit and direct debit may take up to ten (10) business days after the form has been received at Home Office.

Direct Deposit/Profit Cheque Schedule
A Profit is awarded weekly to Consultants who have had sales activity during the previous week.

- Consultants on Direct Deposit will have their weekly compensation deposited in their account on Wednesdays.
- Weekly Direct Deposit/Profit Cheques include Leader Profit Awards.
- Weekly Direct Deposit Statements and/or Profit Cheques are mailed weekly on Wednesdays.
The month-end Direct Deposit/Profit Cheque includes a Bonus Award if monthly Personal Compensatable Sales are $2,300 or more.

- Month-end compensation will be deposited three business days after the month end.
- Month-end Direct Deposit Statements and/or Profit Cheques will be mailed three business days after the month end.

Direct-Deposit Statements are available to view/print and update online under Electronic Documents/View Electronic Documents on the My Business page on the Consultant Business Centre (https://my.partylite.com).

**Business Support Package**

It is our goal to provide you with the support you need to assist you in growing your business. We are sure you will find this package convenient, a great value and a competitive advantage in your business. All this for one low monthly fee of $9.95.

**Your Business Support package includes . . .**

- 1-800 number to reach PartyLite Services for business support (1-877-638-0388).

**Order Processing**

- Consultant Business Centre (https://my.partylite.com) gives you the ability to submit and track your Party Orders, New Consultant Agreements and Starter Parties, Consultant Orders, Replacement Orders and Certificate Orders online, along with the ability to view/print communication documents, promotions and training information (see “Online Ordering/Services” section for details).
- Consultant and Leader number (Pilar) 1-866-745-5279 for Order tracking.
- E-mail shipment notifications.
- All awards shipping and handling covered by PartyLite, including Brite Start Awards.
- Visa® and MasterCard® credit card order processing service.
- Direct Banking deposits and payments.

**Sales Aids**

- Monthly YourBiz online.
- Monthly Celebrate online Magazine.
- Packing Slips in all order types.
- Delivery Bags for Fundraisers.
- Online promotional literature.
- Learning Centre - online training tools.
- ‘Party Assistant’ - an online Party management tool.
- Literature aids at no cost (see Consultant Order).
- Online catalogue for Consultant Web Site participants.
In addition, numerous management tools provided, such as reports and pre-paid Replacement Order shipping. This package will continue to be enhanced to ensure that we are providing you with everything you need to grow your own successful PartyLite business.

We are pleased to offer you this tremendous value priced package to save you time and money in operating your PartyLite business. All this for one low monthly fee of $9.95. This charge will automatically be deducted from your Profit Cheque once a month with the corresponding transaction type “SupFee” when you submit your first Party each month.

**Consultant Credit Standing**

Maintaining a good credit standing with PartyLite is important. If there is an outstanding amount payable to PartyLite, a Consultant may jeopardize Promoting-Out to a higher rank and/or jeopardize their current status. Payments will be required and all profits will be held and applied to the balance until the debt is paid in full. Outstanding debt could lead to having a Consultant's account closed and being placed with a collection agency if the debt is not paid within 60 days.

**Certified Cheque/Money Order Status**

A Consultant is typically placed on Certified Cheque/Money Order Status when a cheque or electronic payment is returned unpaid from the bank. While you are on Money Order Status, your only options for submitting future orders are as follows:

- Submit orders (Extranet) **excluding Replacement Orders, Fundraisers, Business Tool Orders (Pre-Orders)** with payment method **via credit card only**. Although you will still have the option to indicate you and/or your Guests/Host paid by Cheque/Cash on each Order, when you reach your Party Order Summary Page, the amount for Electronic Bank Debit will appear with the amount of $0.00. You will need to ensure you have Credit Cards input for all payments or your payments will not balance to your Total Amount Due and your Order will not be able to be submitted. Return to the payments page(s) for each Customer and input applicable Credit Card(s) and payment amounts.

**OR**

- Mail all your orders to Home Office with a money order, certified cheque, or credit card(s). If an order is received with a personal cheque, the order will not be processed and will be returned to you.

While on Certified Cheque/Money Order Status, if the Consultant sends in a personal cheque with a Party, the Party will be held at Home Office and the Consultant will be advised to send in a certified cheque or money order to cover the outstanding balance. The Party will not be entered until acceptable payment has been received. All other forms (Consultant Orders, etc.) will be returned to the Consultant if received without proper payment.

Note: Being on Certified Cheque/Money Order Status or having outstanding debt may impact your enrollment status in the e-Business package (which includes your Consultant website and Candle Connection). When a Consultant’s electronic chequing account cannot be debited for the monthly fees due to Certified Cheque/Money Order Status, your Consultant Account will be charged for this service. At the point that e-Business fees have been charged to your Consultant Account more than one consecutive month, you may lose your Consultant e-Business package and be removed from the program. See the E-Business Package section for further details.
Reasons for Closing an Account
- Accruing an outstanding balance that has not been paid within 60 days (timing of closure at the discretion of the Collections Department).
- Receiving orders and payment but not promptly submitting the Orders to PartyLite for fulfillment.
- If a Consultant fails to abide by any Company policy, such as submitting a Party under another Consultant’s name who did not actually hold the Party.
- Making a transaction of any kind using the account of another individual without their permission.
- If a Consultant combines Guest Orders to reduce the shipping and handling amount.
- Violation of the Consultant Agreement and/or not abiding by Company Policies, Procedures and best Business Practices.
- Any unauthorized advertising or selling of products (over the internet or otherwise).
- If a person other than the name on the Consultant Agreement represents PartyLite as an Independent Consultant.

Reinstating a Closed Account
At the Company’s discretion, a Consultant may be reinstated if they make payment in full to the Company’s collection agency.

What happens when a Party is held but is never sent to Home Office?
As an "Independent Contractor," each Consultant who collects Orders and payment from a Customer is legally obligated to forward it to Home Office for processing and shipment. If we are notified by a Host or Guest that they have not received their Order because it was not received for processing at Home Office, the PartyLite Customer Service Department will contact the upline Leader of the Consultant, and your PartyLite Consultant Account will be reviewed for closure.

Tips to Avoid Certified Cheque/Money Order Status
To avoid problems with returned cheques, you should make sure your bank has cleared your deposits before submitting your Orders. We also suggest you set up a chequeing account with overdraft protection. It will save costly returned cheque fees and will help to avoid being placed on “Certified Cheque/Money Order” status with PartyLite. As well, online banking is available at most financial institutions for easy viewing of your account transactions.

Returned Payment
- When the bank rejects a payment from a Consultant to PartyLite, the Consultant will immediately be placed on Money Order Status, which will remain for as long as this amount remains unpaid. Note: A longer assignment of money order status (up to ‘permanent’ money order status) may be issued to a Consultant with six or more return occurrences within a rolling 12-month period.
- Home Office will notify the Consultant by letter, email, and/or by telephone. If the Consultant is not available a message is left where possible.
- In exceptional cases, this procedure may take up to 10 business days due to the fact that it requires different banks to interact with each other before Home Office is advised.
- A twenty dollar ($20) return fee is charged to the Consultant’s Account each time a returned cheque/direct debit is received for any reason.
- The Consultant’s Account is charged the full amount of the returned cheque/direct debit.
The following applies to all Consultants who have a debt with PartyLite:
- Payments will be required and all profits will be held and applied to the Consultant’s balance until the debt is paid in full.
- Debt due to return cheques will prompt calls and/or e-mails from our Collections department.
- If registered for National Conference, remaining Conference Cash funds, after applying the Conference Registration fee, will be applied to any outstanding amount due to PartyLite.
- Monthly invoices are sent to Consultants with a balance due to PartyLite. This balance must be remitted to PartyLite within fifteen (15) days from the date of the letter, unless during those fifteen days the balance is paid in full with Profits.

Acceptable methods of payment to clear outstanding obligation(s):
- MasterCard® or Visa®
- Money Order
- Electronic/Paper Cheque (subject to approval in advance from the Collections department)

Consultant Debt May Affect Awards, Promotions, Profits, Profit Plus and Consultant Status
If a Leader or Consultant has a bad debt situation, PartyLite will hold Profits and Profit Plus until the debt is paid in full. Debt unpaid may lead to closure of the Consultant account and placement of the debt to a collection agency. If a Leader or Consultant has a bad debt situation or an outstanding balance during an award or promotional qualification period, the Leader or Consultant may be disqualified and may jeopardize her standing with PartyLite.

Contacting You
If you owe a debt to PartyLite, you agree that PartyLite, and any third party debt collector engaged by PartyLite, may contact you directly using any of the contact information you have provided to PartyLite, including your cellular telephone number. You agree that you may be contacted via automated, live or pre-recorded telephone calls, email or text messages, and you consent to this contact, even if you may incur charges for the call, email or text message.
Order Basics

To avoid delays, we suggest you indicate your Consultant ID# on all orders, cheques, money orders or any correspondence sent to Home Office.

Acceptable Payment Types

Personal Cheques
PartyLite accepts personal cheques from all Consultants in good credit standing for their Orders. At your Parties, should a Host or Guest(s) wish to pay for their order with a cheque, the cheque should be made payable to you, the Consultant. You should then deposit the cheque(s) in your account and write one cheque from your account for the cheque portion of the Party (if submitting Orders by mail, otherwise the online Order will be debited to your Electronic Bank Debit Account for the amount).

PartyLite will not accept personal cheques from Hosts or Customers or second-party cheques for any orders including certificates.

Post-dated cheques will not be accepted unless required by provincial legislation.

Though several different types of paperwork may be sent to Home Office at one time (i.e. Parties, Replacement Order Forms, Consultant Order Forms, Claim Forms, etc.), or multiples of any one type of form, each individual form should be accompanied by a separate cheque which should be attached to the paperwork to which it applies.

Direct Debit
Consultants who wish to send their Orders online via the Extranet through the Consultant Business Centre (https://my.partylite.com) must have their Banking Information set up at Home Office. This can simply be done by entering your Direct Debit information under Consultant Information/Consultant Profile on the My Business page on the Consultant Business Centre (https://my.partylite.com). Or you may choose to complete the Direct Deposit/Direct Debit Form, checking the appropriate box, and mailing it to Home Office along with a void cheque. All banking information must also be entered when submitting Starter Agreements electronically.

When using Direct Debit, funds will be deducted from your Electronic Bank Debit Account electronically as soon as you submit the Order to Home Office. Deposit your Customer’s cheques to your Direct Debit Bank Account as soon as you receive them to ensure all funds are cleared into your account and available prior to submitting your Orders to Home Office.

Please note that activation of direct deposit and direct debit may take up to five (5) business days after the form has been received at Home Office.

To verify that your banking information has been added/changed, prior to submitting an order, please go to Consultant Information/Consultant Profile on the My Business page on the Consultant Business Centre (https://my.partylite.com).
**Electronic Banking**

- Confirm with your bank that electronic chequing is available with your account.
- Discuss the hold time on funds deposited. PartyLite only withdraws available funds.
- Verify that there are an unlimited amount of daily/monthly withdrawals allowed.
- Review your overdraft protection policy to cover overdrafts on electronic chequing.
- If you have made any changes to your bank account with PartyLite, please review your Consultant Profile to ensure these changes are reflected (located under Consultant Information/Consultant Profile on the My Business page on the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com))) before submitting any Orders. It may be necessary to update your bank account information or you can change your bank account information directly online.
- You can split payments by entering the amount for the credit card first and the remainder will go to the cheque/cash option.

**Certified Cheque/Money Order**

PartyLite accepts Certified Cheques/Money Orders from all Consultants. However, Consultants placed on Certified Cheque/Money Order status can only remit a Certified Cheque or Money Order with Orders sent to Home Office. See Consultant Credit Standing in the ‘Your Consultant Account’ section in this guide for more information.

**Credit Cards**

As a service to our Hosts and Customers, Visa® or MasterCard® credit cards may be used as payment for purchases. Consultants and Leaders may also use either of these credit cards for purchases when ordering on a Consultant Order or other Order types where credit card payment is available. PartyLite covers all the associated processing costs.

**Credit Card Usage & Procedures**

For your own protection and that of your Customer, all credit card orders should be printed and include the name, address, phone number, credit card account number, expiration date, Postal Code and signature of the Customer. Verify the signature on the back of the card with the signature on the Order Form. To avoid processing delays, ask the Customer to verify the account number and expiration date before signing the Order Form in the signature space provided.

Mastercard® and Visa® credit card orders should not be taken over the phone. In the event that you choose to accept a Visa® and MasterCard® payment without the Customer’s signature, and should that Customer later claim that it was not authorized by them as there was no signature, you will be responsible for the amount. This amount will appear on your Profit cheque/direct deposit statement in the Host/Remarks column with the description “C/C: Charge back”.

A Host may charge the total balance due on their purchases, Specials or Half-Price items only. If a Host is paying for their purchases with a credit card, the Consultant needs to fill out the appropriate information on the bottom of the Party Invoice form, ensuring the Credit Card number and amount to be charged are included.

A Host, Customer or Consultant may not charge the entire Party or balance due on one credit card.
For privacy reasons, the cardholder should be contacted directly by the Consultant in case of an issue arising from processing their credit card order. Therefore, a Guest should be contacted directly, not through the Host. Customer information is confidential and must be kept in a safe place and destroyed only when you no longer need it.

Once you have entered the credit card on the Payments page for Host/Customer/Consultant, the credit card will be sent for authorization and funds are held for up to 72 hours. However, the credit card(s) is not charged until the entire order is submitted to Home Office. If a credit card is declined, you should contact the cardholder directly to resolve the payment before your Party submission can be completed. If a credit card is declined on a mailed in order, Home Office will contact the Consultant.

For orders that are increased or deleted prior to being submitted to Home Office, the previous credit card authorization will be reversed within 72 hours.

Then you may:

• Ask the cardholder to authorize another credit card.
• Increase your direct debit amount.
• Remove the Order from the Party.

If a credit card Order is cancelled, the Compensatable Sales, bonus volume and sales volume are affected on the date the adjustment is made.

**Preferred Program**

PartyLite Preferred is an online program designed to help Consultants strengthen their businesses by developing long-term relationships with Hosts and Customers. To participate as a Preferred Host or Member, they must meet the qualifications, provide a valid email address and must opt in to receive email from their Consultants and PartyLite. Hosts and Members will receive information and offers via email, but they may, from time to time, receive offers and announcements via Canada Post. Program participants will have the option to opt out of Canada Post communication through their online account. PartyLite will provide Hosts and Members with rewards in the form of product credit and other benefits. Given this relationship, any program participant who elects to opt out of electronic communication will forfeit the right to receive program benefits.

Consultants must be enrolled in the PartyLite eBusiness package and have an active website in order for their Hosts, Customers, online shoppers and Party Guests to participate. See PartyLite Preferred Program for complete details on the benefits of this program for your Hosts and Guests.

**PartyLite Consultants and those who share the same address with a PartyLite Consultant may not participate in PartyLite Preferred. A consultant who violates these rules will be subject to immediate contract termination.**
Sales Tax Calculation and Reporting

As a service to our Consultants, PartyLite offers to file and pay sales tax to each province. For ease of calculation and for your added understanding of the tax law in your province, the Sales Tax guideline Chart is available to view/print under Resource Centre/Forms on the Resource Centre page on the Consultant Business Centre (https://my.partylite.com).

When an order is submitted to Home Office, it is processed through an automated address verification system. If there are any discrepancies on the order, a sales tax adjustment will be applied to your Consultant Account.

Taxes are collected on either the full-suggested retail price or the discounted price (suggested retail price minus credit), according to the provincial rate of the “Ship-to Address”.

**Suggested Retail Sales as Taxable Amount**

Taxes are collected on the full-suggested retail value of any overage on Host Benefit/Credit, or Personal bonus items at 50% of the Suggested Retail Price (Consultant Cost).

**Discounted Price as Taxable Amount**

GST/HST and PST are collected on the cash amount received after any discounts are deducted (i.e. Host Total).

**Taxable Shipping and Handling**

Provinces in which PST is applicable require PST be paid on shipping and handling. Please refer to the Sales Tax Guideline Chart, available under Resource Centre/Forms on the Resource Centre page of the Consultant Business Centre (https://my.partylite.com). Taxation rates are subject to change by legislation.

The Sales Tax Guideline Chart indicates the correct abbreviations for each province. Please use them on all your forms as Home Office cannot accept any other abbreviations.

HST is collected and treated exactly like GST. HST is not broken down between GST and PST. It is one tax and is charged whenever GST would be charged.

**Non-Taxable Sales**

- If you have a sale not subject to sales tax, make sure you put the tax exemption number on the Customer Order Form and enter “N/T” in the space provide for the sales tax percentage. If no tax exemption certificate is enclosed, then the Consultant’s Account will be charged for the tax. Because PartyLite products are not to be sold for resale, we do not accept a resale tax exemption certificate.

- For Customers to be PST exempt, the Indian Treaty (registration) number (shown on their Sales Tax Exemption Certificate) must be included on their Customer Order Form.

- In order for Customers to be GST/HST exempt, the Indian Treaty (registration) number (shown on their Sales Tax exemption Certificate) must be included on their Customer Order Form AND the Order must be shipped to an Indian Reserve, with the name of the Reserve clearly marked in the ship-to address. This does not apply in the Yukon. If product is not shipped to an Indian Reserve and no GST/HST is indicated on the Party Invoice, then the
Consultant’s Account will be charged for the GST/HST.

- For tax exemption when submitting Orders electronically, full taxes will be charged at the time of submission. You must submit the electronic ‘Native/Indian Party Tax Reimbursement Form’ within 5 business days of submitting your Party. The form can be found under the Ordering section on the Home page of the Consultant Business Centre (https://my.partylite.com) following the electronic submission of your Order for the taxes to be reimbursed to your Consultant Account.

Resolving Payment Issues

Common payment issues include:

- Invalid or Declined credit cards
- Missing credit card information
- No Payment with order
- Unsigned cheque/incomplete cheque
- Cheque/money order not made payable to PartyLite
- Non-Consultant cheque
- Insufficient payment amount
- Personal cheque received when Consultant is on Money Order Status
- Post-dated cheques

In the event a Party is submitted where the payment does not cover the full amount, providing the short payment is not a missing credit card slip and the short payment does not exceed $50, the Order will be processed and shipped with the amount charged to the Consultant's account without notification.

Otherwise, your Order will be handled as follows:

The order will be held from shipment (if an order within a Party, the entire Party will be held from shipment), Home Office will contact the Consultant directly; a courtesy call will be made to the upline Leader if we are unable to reach the Consultant. This applies to the initial call only. Any subsequent calls pertaining to the same issue will be made to the Consultant only.

The Consultant or Leader is advised they have three (3) business days* to do one of the following:

- Provide a cheque for the required amount. In the event you are mailing a cheque please be sure to place the cheque in a separate envelope and mark it "Attention: Business Operations". Please include the applicable Order number and your Consultant ID number on the outside of the envelope and on the front of the cheque. The payment must be received within the three (3) business days*.

- Provide valid credit card information for payment. Note: For the cardholder’s protection, never email credit card information.

- Charge the amount to the Consultant’s account. Contact Customer Service to discuss the amount you wish to debit from your account. Approval/denial will be made at the discretion of the Business Operations Supervisor, based on account/credit standing and/or level of activity.

- Cancel the Order.
When the payment is received within three (3) business days* from the date Home Office first notified the Consultant/Leader of the issue, the Party is then released for shipment.

If the payment is not received within three (3) business days* from the date Home Office first notified the Consultant/Leader of the issue, the impacted order will be canceled.

* During November and December of each year, in order to ensure speedy delivery of all Guest Orders, any payment issue will require a 48 hour resolution time. If no resolution within this time frame, the impacted order will be canceled. This will ensure that your Host/Guests receive their orders in time for Christmas delivery.

Cancellation of an Order

(a) The following procedure should be followed to cancel an order before it has shipped.

- Contact Consultant Services with your intention to cancel the order.
- If the order is part of a Party Order, the cancellation of the order will affect your Compensatable Sales and Profit in the month the order is canceled. This will also affect Profit and maintenance for your upline Leader(s) during the month the order is canceled.
- If payment is by Credit Card(s), the Credit Card(s) will be refunded.
- If payment is by personal cheque or money order, the payment will be credited to your Consultant Account and placed on hold for up to fourteen (14) business days. This is done to allow time for your cheque or money order to clear the banking system.
- If a Guest Order is canceled on a Party Order, it will impact the Host Credit. Any adjustment necessary will be deducted from your Profit.

(b) The following procedure should be followed to cancel an order after it has shipped.

- Contact Consultant Services with your intention to cancel the order.
- Complete a Replacement Order Form and mail/fax to Home Office.
- Refuse the shipment(s) at the time of delivery. In the case where you have accepted delivery of the order(s), you will be instructed to return the shipment to PartyLite at your expense and provide PartyLite Services with the tracking number.
- Once the order has been returned to PartyLite and the Replacement Order Form has been processed, the order will be cancelled.
- If the order is part of a Party Order, the cancellation of the order will affect your Compensatable Sales and Profit in the month the order is canceled. This will also affect Profit and Maintenance for your upline Leader(s) during the month the order is cancelled.
- If payment is by Credit Card(s), the Credit Card(s) will be refunded.
- If payment is by personal cheque or money order, the payment will be credited to your Consultant Account and placed on hold for up to fourteen (14) business days. This is done to allow time for your cheque or money order to clear the banking system.
- If you are cancelling an entire order, the Compensatable Sales are adjusted from the date the Order was received.
Paperwork Preparation

To ensure the best and fastest service to your Host/Guests, close Parties within 48 hours. Send Parties to Home Office as soon as they are closed. Don’t hold them until the end of the week and please don’t hold them until the end of the month. Parties and other Orders received with incomplete, inaccurate or missing paperwork can result in significant delays in shipping to your Hosts. Often, we will need to return the Order to be completed correctly or contact you to obtain the necessary information.

- Use pen, not pencil, on all forms.
- Make sure your full name, address, Postal Code and I.D. number is on all paperwork sent to Home Office. New Consultants should mark ‘NEW’ on their Starter Party paperwork. If paperwork is not completed in full, Home Office may return it.
- Make sure your Hosts’ full name, address, Postal Code and phone number are included on your Host Order Form. If the "Ship-to" address is different, ensure that the name, address and phone number are also included.
- P.O. Boxes are not permitted. If the "Ship-to" address is a Lock Box, Rural Route or General Delivery, please ensure this information is noted on the first address line, followed by a street or concession name and/or directions on the second address line.
- Please recheck all totals for accuracy. A simple error in math on your Order will mean time spent at Home Office trying to clarify and correct the information. An error can also result in delayed shipping.
- Verify each credit card Order, making sure it is signed and the card number, expiration date, address and Postal Code are correct. In the event that you choose to accept a Visa® or MasterCard® payment without the Host/Guest’s signature, and should that Customer later claim that it was not authorized by them as there is no signature, you will be responsible for the amount.
- When sending payment to Home Office, make sure your cheques are made out to PartyLite, written for the correct amount, and signed. Post-dated cheques will not be accepted unless required by provincial legislation.

To keep all of your paperwork together with your cheques, please staple each cheque to the applicable form in the upper left hand corner.

PartyLite does not accept responsibility for any lost Host Credit/Specials, Profits, Unit promote-out, Leader maintenance, Bonus, sales credit or Bonus points, loss of rank, contests and promotions, etc., caused by the disallowance or miscalculation of any Party.
Submitting via Mail

To provide the best service to your Host/Guests, it is important that their Orders are received correctly.

Mailing Information
Orders may be sent to Home Office either by mail or express courier to:

PartyLite Gifts, Ltd.
55A East Beaver Creek Rd
Richmond Hill, ON  L4B 1E8
(905) 881-6161

PartyLite recognizes Priority Courier (formerly Priority Post) as a guaranteed courier delivery service. Home Office does not encourage or recognize the use of Express Post postal services as delivery verification is to the Post Office only and not to Home Office.

Ensuring your orders arrive on time
The only guaranteed courier service that PartyLite will honour is that of couriers that hand deliver material into Home Office and requires a signature. This provides a written record to substantiate the delivery. Your courier must have physically taken possession of your package. You may wish to contact your courier company for pick-up and delivery schedules.

No exceptions or extensions of deadlines will be made for mail delays, weather conditions or any other reason.

PartyLite does not accept collect courier deliveries.

Where required information is missing, Home Office will contact the Consultant. The Consultant will have three business days to submit this information to Home Office for the original received date to apply. In the event this information is received after the three (3) business days, and, as a result overlaps to a new month, the date the completed documentation is actually received will apply as the Received Date.

Submitting Via Fax

For all Order Types which are eligible to be faxed to Home Office (including Reorders) to be guaranteed as received and accepted at Home Office for the same business day, must be received by noon ET. The fax will be available from 8:30 a.m. to 5:00 p.m. ET, Monday through Friday, excluding Holidays.

- Please include a fax cover sheet, indicating the number of pages.

- To avoid possible duplication in processing your Order, the originals should be retained by you and not sent to Home Office. To avoid confusion and to assist you with your record-keeping, we suggest you write “Fax Sent” on any Replacement Order copies you retain for which you have faxed into Home Office.
• If money is owed on your faxed Order, you must pay the balance via credit card.

• If the balance is less than $20, you may choose to have the balance deducted from your Consultant Profit.

• Home Office is not responsible for lost, illegible or incomplete documents.

Replacement Order Forms may be faxed to Home Office for processing of missing, exchanges, damaged, defective and refunds. Fax number is 905-881-6179.

• If the ROF number is illegible, the original Party number will be used with the first digit replaced by a “6”.
Order Types

Party Order Invoice

- Follow the steps and helpful hints to fill out the PartyLite Party Order Invoice on paper. See the “Ordering Online” section for how to submit Parties through the Extranet on the Consultant Business Centre (https://my.partylite.com).

- The Host Order form is a 3-part form. The original (blue) should be forwarded to Home Office for processing. The Consultant copy (green) is for your records and is to be retained with your copy of the Customer Order Forms. The third copy (pink) is for the Host so they have a record of their purchases. Parties submitted to Home Office must indicate the name and ID# of the Consultant who actually held the Party. We cannot accept, for any reason, a Party that is received from one Consultant when a different Consultant actually held the Party. Failure to abide with this policy will result in closing your Consultant Account.

- PartyLite does not accept responsibility for any lost Host Credit/Specials, Profits, Bonus, qualifying credit, promotion or bonus points, recognition, loss of rank, etc., caused by the disallowance of any Party.

The following forms complete the Party Order:

- Guest Order Forms
- Host Order Form

Guest Order Form

Guest Order Forms are used at your Parties for taking Orders from Guests. In order to provide your Guests with great Customer service, it is important that the Guest Order Forms be filled out properly. Guest Order Forms reflect taxes due according to the individual ship-to address. This 3-part form should be completed in its entirety. Your name and phone number are important for the Guest if they need to contact you to place future Orders or to Book a Party.

The Guest Order Form is used as follows:

- Original (blue copy) - to be submitted to Home Office with the Host Order Form when submitting your Party via mail.
- Consultant (green copy) - to be retained with your copy of the Host Order Form.
- Guest (purple copy) - for their record of purchase.

Party Order Number, Host Name, Consultant ID

It is important that on each page of your Party Order (including all Guest Order Forms), you have included your Consultant ID number, Party Order number, Date of Party, and your Hosts’ name. This will ensure that if a page is separated from the rest of your Party, your Order will still be complete.

Guest Name, Address, Phone Number and E-Mail Address

Have your Guest fill in complete personal information. Complete ship-to information is crucial to
ensure your Guest receives their products. This becomes a great tool, since you will want to use it for follow up with Guests. It is also important to be able to contact your Guests in case there is a problem with their Order.

**Items for Purchase**

It is important that each Guest Order Form be filled out correctly. Verify the Item number, description, quantity and price of each item ordered. Use a calculator to check all the math calculations. Remember the dollar amount of each Party affects your Profit and the Host Credit amount. It’s also important for you to provide exceptional Customer service by making sure items are not on Stop Sell. Be sure to check the Hotline before each Party to confirm unavailable products. For Guest Specials, please ensure the item is written clearly on the Guest Order Form.

If a Guest has listed an incorrect price, colour or stop sell item that you did not notice at the Party, contact your Guest and make the appropriate changes prior to submitting your order. Items ordered which are unavailable will be filled with a PartyLite Product Certificate in the appropriate denomination (discussed later in this section).

**Credit Card Information**

When filling out the credit card portion of the Guest Order Form, be sure to complete the bottom portion of the form in its entirety. PartyLite must be provided with the complete credit card number, expiration date, and signature of the Guest. For more information on proper credit card usage see “Credit Card Usage” in the Ordering Basics section in this guide.

**Host Order Form**

One of the most exciting things for your Host is how much product they receive through PartyLite’s generous Host Program. Help your Host take full advantage of all the special incentives PartyLite has to offer.

**Host Credit**

- To determine the correct Host Credit amount, your Host will be eligible based on the total Party Sales and not Compensatable Sales. Total Party Sales is the total of all Guest Purchases (prior to taxes and shipping & handling), including the Retail Value of any Booking Perks being redeemed.

- There are various dollar amounts of credit offered depending on sales amounts, Bookings and other promotions offered. Please reference the current month’s promotional flyer for details and eligibility.

**Additional Host Credit/Special Promotion**

From time to time, PartyLite will offer additional Host Credits and/or special promotions. If your Host is eligible, please indicate the Host Promo Credit and Host Promo Credit Fee in the appropriate boxes on the Host Order Form.
Starter Party Credit
A Starter Party that has Guest purchases exceeding $500 qualifies for Host Credit. For example: A Starter Party with Guest purchases of $600 would earn $100 Host Credit.

Host Selections
Enter the items your Host has selected with their Host Credit in this section.

- Unused Host Credit cannot be applied toward purchases of Host Specials, Host Offers or Host Half-Price Items.
- If the unused amount of your Hosts’ Credit earned is $10 or more, you may order a certificate for that amount or the unused portion is forfeited.
- Host Selections may only be refunded if Host Credit was not used to obtain the item(s). If Host Credit was used, a PartyLite Product Certificate would be issued. The PartyLite Product Certificate will be redeemable towards full-priced products only.
- Promotional items may not be ordered in this section.

Host Specials
Write in the items your Host has selected for their Host Specials in this area.

- If PartyLite offers more than one Host Special per month, the Host may purchase one of each special when they have $300 or more in Party Sales. Please see month Party Rewards Brochure for details.
- The Party must be held within the specified dates of the month the Host Specials are offered, as indicated on the promotion flyer, and received and accepted by the Host Specials deadline.
- A Host may not use their Host Credit to pay for Host Specials.
- A Host Special may be exchanged for another Host Special(s) offered during the same timeframe, if requested by the deadline date of the promotion.
- Host Specials may be refunded within 60 days.
- Be sure the Party reaches Home Office by the “deadline” received and accepted date indicated on the Host Promotions.

Half-Price Items

- When your Host has $100 or more in Party Sales, they are entitled to purchase any one regular priced item in the Catalogue at 50% off the regular retail price. Additional half-price items may apply based on the Party Sales – see monthly promotional flyer for details.
- Certificates cannot be ordered in the Host Half-Price section.
- Half-price items may be exchanged for product only (cannot be exchanged for a Gift Certificate).
- One Half-Priced item may only be exchanged for one other Half-Priced item within 60 days.

Option
- Personal Bonus is an option, for you as the Consultant, to offer your Host ONE additional item.
A Personal Bonus item is calculated at Consultant Cost and taxes are applicable at Consultant Cost.

Certificates may not be ordered in this section.

**Mailing Your Party Invoice**

- Stack your Cheque, Host Order Form and original copies of each Guest Order Form (with credit card orders on top) and staple them all together in the upper left hand corner, inserting the whole package into the Order Mailer Envelope.

- Write your name and address in the ‘Return Address Section’ on the Order Mailer envelope and affix the correct postage. The Post Office will return the envelope if it does not have adequate postage.

- If you choose to send your invoices via courier, remember that collect deliveries will not be accepted (please see “Remittance Reminders” for more information).
Online Party Orders

When you’ve booked your Party and are ready to set up your Party in the system to submit electronically to Home Office, go to Party Order(and Bookings) on the Ordering Page on the Consultant Business Centre (https://my.partylite.com). This will bring you to Your Party Assistant > Your Party List.

Party Assistant: Creating a Booking

Party Assistant helps you manage your Party from start to finish: Bookings, Invitations, Planning, Follow-up tips and Order Entry. It is good practice to always start with a Booking in Party Assistant and follow through the process, in order to maximize all the benefits of Party Assistant.

- Click on the "Book a Party" icon under the calendar and enter all of the information for the Host and the Party.
- If you are entering a booking for a Host you already have in your database, ensure you use the Search function to locate that Hosts’ information. This prevents duplications in your database.
- Enter/verify your Hosts’ complete Address. Ensure this is accurate before you send e-invitations to your Guests.
- Enter the Party Date and time. It is important to remember that once you have started Party Order Entry, the Party Date cannot be changed. Additionally, if you are sending e-invitations to Guests, all your Party Information is sent with that e-invitation so you want to ensure the Party Date and time is accurate before you send e-invitations. All Online Shopping Specials will be displayed for your Online Shopping Party Customers, based on the Party Date you enter.
- In the Book a Party process, there is a check box “Check here if booked from a previous Party”. Use this feature to link your booking to the Party from which it was booked, listed in your Party Assistant List. When you are ready to submit your Original Party, this will automatically import this booking information into the original Party saving you time and ensuring you have no duplication of bookings in your Party List.
- The system will automatically assign a Party Close date of 5 days in advance of the Party Date you have entered. This Party Close date is important because it determines up until what point your Online Shopping Party Customers can submit an order for this Party and your Host can access their Wish List through ‘Host Connection’.
- Once you have entered all of your booking information and selected “Continue” to save this information, the ship-to address will be validated and used to establish the tax rate for the Party that will be applied to orders placed for this Party through ‘Online Shopping’.
- After your Booking information is saved you will be presented with a series of 5 tabs to effectively manage your Party, with the first tab being “Planning”. In addition to Host Coaching, this is where you send an automated e-mail to your Host to connect them to your Web Site where they can begin building their own Wish List, building their Guest List and send e-invitations to their Guests.
- The Guest List tab, only accessible if you have a Consultant Web Site, allows you to view your Hosts’ Guest List as they build it and send e-invitations to their Guests. You can additionally assist your Host with this process. The Guest List shows you when the e-
invitations have been sent and responded to. In accordance to privacy laws, if your Host entered the Guest Information, on Party Assistant the Guest’s personal information will be displayed as “privacy info”. You will be able to view this information after 72 hours, from when they received the e-invitation, if your Guests did not select to withhold their personal information.

- Party Time Tab incorporates valuable tips to help you set up for a successful Party.
- Web Orders, only viewable if you have a Consultant Web Site, allows you to view all Online Shopping Party Orders submitted for this Party. Once you move the Booking to Party Order Entry, these Web Orders will automatically import into Party Order Entry.
- Follow-Ups tab is a checklist of tasks to complete once the Party has taken place.
- Once all of the above has been completed, you have held your Party, received all outside Party Customer Orders and the Party Close Date has passed, you are ready to enter your Party in Party Order Entry. Simply select the page icon next to the corresponding booking in the Order Number column on your Party Assistant Party List or select “Go to Party Order” form your Quick Actions list.

**Party Order Entry**

**Party Order Navigation**

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>Select “Total” once your items are entered on the page to confirm the pricing and status of the items.</th>
</tr>
</thead>
<tbody>
<tr>
<td>GO</td>
<td>Select &quot;Go&quot; to continue on to the next page.</td>
</tr>
<tr>
<td>CANCEL</td>
<td>Select &quot;Cancel&quot; to return to the previous page, any changes made will not be saved.</td>
</tr>
<tr>
<td>BACK</td>
<td>Select &quot;Back&quot; to return to the previous page, any changes may not be saved.</td>
</tr>
<tr>
<td>NEXT GUEST</td>
<td>Select &quot;Next Guest“ to continue with the next Guest’s order.</td>
</tr>
<tr>
<td>SUSPEND</td>
<td>Select &quot;Suspend&quot; to exit the Party and save any changes.</td>
</tr>
</tbody>
</table>

Full and Partially Tax Exempt Parties can be submitted as a regular Party online. Immediately after submitting the order to Home Office the “Native/Indian Party Tax Reimbursement Form” must be completed and electronically submitted. This electronic form is available under Order/Native/Indian Party Tax Reimbursement Form on the Ordering Page on the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)). Upon receipt and verification your Consultant Account will be credited within 3 business days. Please ensure you keep a copy for your records.

**PLEASE DO NOT USE YOUR BROWSER’S NAVIGATION BUTTONS AS THIS WILL CAUSE YOU TO BE LOCKED OUT OF THE SYSTEM FOR 10 MINUTES.**

**Party Information**

Enter/verify the date of Party, number of Buying Guests, number of Guests in Attendance, number of Bookings obtained at Party, the split Consultant’s ID (if applicable), the Host information, Ship-to Information, and Comment section.

- Use the Favourite Items button to enter up to three of the Hosts’ favourite items. Items entered here can be used as a reason for contact if an item is later available as a Host
• When entering a Party from a booking in your Party List, the date of the Party cannot be changed on the Party information page once you begin entry for the Party.  

• The system will validate the Host ship-to information with the Canada Post database and may recommend changes. If you agree with these changes, select ‘OK.’ If you do not agree with the recommended changes, select ‘Cancel.’ The GST/HST and PST rules based on the shipping address of the order will then be presented. If you agree with these rules, select ‘OK.’ If you do not agree with these rules, select ‘Back’ to return to the previous page to edit the address. The page may also be printed.  

• If you submit an Order with an invalid address, your Order shipment may be delayed. To search for a Postal Code, log on to (http://www.canadapost.ca). To look for proper address information using the Postal Code you have been provided, select “Reverse Search” from the Canada Post web site.  

**Promotions** - This page displays a list of available Promotions for this Party (if applicable). Select the available Host/Guest promotion(s) for which this Party may be qualified. Check Order Processing Details for each month’s promotional processing.  

Please reference Order Processing Details on the Consultant Business Centre (https://my.partylite.com) to view how to process each month’s Guest Specials.  

**Guest List** - This is a list of Guests and bookings. To access a particular Guest, simply select ‘Go’ next to that Guest. For example, to enter in the first Guest’s order, select ‘Go’ next to ‘Guest 1’.  

If you have imported Guests or Web Orders from Party Assistant, you will select each order to add as you select each Guest.  

The Guest Order process will include entering Guest information, Guest purchased items, Guests selected Product Set/Guest Set Special items, and payment/summary.  

The system will validate the Guest ship-to information with the Canada Post database and may recommend changes. If you agree with these changes, select ‘OK.’ If you do not agree with the recommended changes, select ‘Cancel.’ The GST/HST and PST rules based on the shipping address of the order will then be presented. If you agree with these rules, select ‘OK.’ If you do not agree with these rules, select ‘Back’ to return to the previous page to edit the address. The page may also be printed.  

Split payments can be processed by entering the amount to be charged on the credit card in the credit card box. The remaining amount will default to cash/cheque.  

**Host Gifts** – Available Host Credit will be displayed, calculated based on the total Compensatable Sales of the Party and the Booking. Enter the Hosts’ selections. For all Host Specials/Offers, reference the Order Processing Details in advance of entering your order. Processing may differ per monthly specials/offers.  

**Host Specials** – Lists available Host Specials that this Party qualifies for. This page will not be accessible if the Party does not qualify for the available Host Specials.  

**Host-Half Price** – Enter the Half-Price Items for this Party. This page will not be accessible if
the Party does not qualify for Host Half Price Items.

**Host Promotions** – A List of Host Promotions for which this Party is qualified. This page will not be accessible if the Party does not qualify for any current Host Promotions.

**Host Summary** – Displays a summary of the Hosts’ purchases. Select the payment method. To enter in a Personal Bonus item, simply select the “Buy Personal Bonus” button on this page and enter selected item.

**Order Summary** – View the summary for the entire Party order. Please review thoroughly to make certain that it is correct before selecting ‘Submit Order to Home Office’.

*Once submitted, no changes can be made.*

To seek further clarification on processing of Extranet Party Orders, please reference the Extranet folder in the FAQ section on the Consultant Business Centre.

To guide you in processing of each month’s Host and Guest specials, please reference Order Processing Details on the Ordering Page of the Consultant Business Centre.
Online Shopping

All Consultants with a Consultant Web Site offer their Guests the opportunity to shop online. Having your own virtual PartyLite store that never closes means you can make ordering easier for Guests who can’t attend Parties and Guests can shop and reorder any time it’s convenient for THEM! That means you can earn Profit 24 hours a day, 7 days a week!

There are two types of Guests that can Shop Online through your Consultant Web Site:

1. Party Customer

This order is linked to a Party to ensure that the Host receives full Host Credit from the order.

- The Guest’s order will be shipped directly to their home address, or an address of their choice. Refer to Consultant Web Site Shipping & Handling information for details on shipping rates for direct ship.
- Can shop online and submit an order as long as the ‘Party Close Date’ has not passed (Party Close Date is determined at the time of Booking the Party in Party Assistant).
- Starting entry of your Party in Party Order Entry will close the Party (the Party Close Date will change to the date you move the Party to Party Order Entry) and not allow any Online Shopping Orders to be submitted for this Party after this point.
- Two methods to link Guest to Shop online for Party:
  - When the Guest receives the e-invitation and declines, they are presented with a link to shop online on your web site, which automatically connects the Guest to the Party.
  - If the Guest did not receive the e-invitation, the Guest can connect themself to the Party from the Shopping page on your Consultant Web Site through the “look up your host” link.
- May purchase the same Guest Specials as Guests attending the Party for the same special price.
- If registered for an account online, they may edit or cancel their order as long as the Party Close Date has not passed or the order has not been moved to Party Order Entry (which closes the Party).
- Web Orders can be viewed in your Party Assistant Party List.

2. Non-Party Customer

Order is not linked to a Party and is shipped directly to the Guest.

- Guest Specials are available each month.
- Option to ship order to a friend and include a Gift Message on the Packing Slip.
• Can redeem a certificate to be applied as a credit to their order. When a certificate is applied, it can be tracked under certificate Inquiry.

• Native Tax Exemption can be applied (for Non-Party Guest only).

• Once the order is submitted, you and the Guest will both receive a notification e-mail and you have the ability to view the Order in Order History (Web Order History) and Order Inquiry.

• Order Shipment Confirmation e-mail with tracking number is sent to the customer once the order is shipped.

To learn more about Online Shopping, please refer to the Reference Guide under Learning Centre/Online Biz/Your Consultant Website/Earn More with Online Shopping on the Home Page on the Consultant Business Centre (https://my.partylite.com).
Corporate Shoppable Website (PartyLite.ca)

The Shoppable Corporate Website at PartyLite.ca is open and available to Customers who are interested in purchasing PartyLite products. By operating PartyLite.ca and investing in targeted online advertising, PartyLite is able to reach not only Customers who are searching for PartyLite products, but also potential customers who are searching online generally for candles, fragrance accessories and related home décor items.

When Customers shop on PartyLite.ca:

Customers who already have a PartyLite account and are connected with a Consultant will be encouraged to log into their account before purchasing on PartyLite.ca. If they are a Preferred Member they will automatically be connected to their Consultant. The Consultant associated with the Preferred Member will receive the standard 25% Profit on the compensatable sales.

Customers who are not registered as Preferred Members, but who already have a Consultant will be directed to log into the PartyLite.ca website and, if they do not remember their Consultant’s name, they will be able to search for that Consultant. Orders placed by Customers who identify their Consultant will be paid the standard 25% Profit. If existing PartyLite Customers do not identify a Consultant to attach their order to, one will be assigned and a 12.5% Profit will be paid on those orders to the assigned Consultant.

All orders placed on the Consultant’s website will receive the standard 25% Profit on the compensatable sales.

New PartyLite Customers who do not have a Consultant will be able to order items on the Corporate Site and then elect to be connected to a Consultant. The contact information and Profit will be given to a Consultant based on the current Lead Allocation rules. The Consultant will receive 12.5% Profit on the initial compensatable sales. The remaining amount that would typically be awarded as Profit will be reinvested into the Online Advertising campaign to establish more new PartyLite Customers. New Customers to PartyLite.ca may also elect to not be connected to a Consultant. A Consultant may receive 12.5% Profit on these compensatable sales; however, the Consultant will not receive the Customer’s contact information. Should these Customers return to PartyLite.ca and order again, they may be reassigned to another Consultant.
PartyLite Certificates

PartyLite offers two types of Certificates: Gift Certificates (GC’s) and PartyLite Product Certificates (PPC’s). Regardless of issue date, GCs and PPC’s can be redeemed together, provided the shipping address is the same.

Gift Certificates (GC’s):

- Guests may purchase Gift Certificates on a Guest Order Form, just like they would order regular product by using the item number ‘GC’ and indicating the dollar value wanted (must be $10 or more). Consultants earn Income and profit on the sale of GC’s, just as they do when they sell product.
- Consultants may purchase Gift Certificates in the same manner as a Customer – via their online website or on a Guest Order Form at a Party. Consultants do not receive any discount on the purchase of Gift Certificates.
- GC’s issued prior to November 19th, 2010:
  - Shipping & Handling and Taxes were applied at the time of purchase
  - When GC’s are redeemed, S&H and Taxes would apply based on amounts purchased above the value of the GC. Consultants will not earn Income and profits on any amounts greater than the face value of the GC.
- GC’s issued on/after November 19th, 2010:
  - Shipping & Handling and Taxes are not applied at the time of purchase.
  - When GC’s are redeemed, S&H and Taxes would apply on the full value of the purchase. Consultants will earn Income and profits on any amount greater than the face value of the GC.
  - Issued with a PIN, that is required when redeeming online
  - Do not have an expiry date

PartyLite Product Certificates (PPC’s):

- PPC’s can be issued based on the following scenarios:
  - Balance of unused Host Credit (minimum $10)
  - Consultant Awards (ie: monthly sales challenges, Brite Start, etc)
  - Balance owing to a Customer when a GC/PPC has been redeemed
  - Backorder substitution for Customers
- Shipping & Handling and Taxes are applied to the purchases above the value of the PPC
- Issued with a PIN, that is required when redeeming online
- Do not have an expiry date
- PPC’s have no cash value
- PPC’s issued starting on June 15, 2015:
  - PPCs issued starting on June 15, 2015 can only be redeemed on full retail priced items. Exceptions are those PPC’s issued from ROFs, and some substitutions. Any discounted items such as the Online Outlet are not eligible to be selected with a PPC.
• When the Consultant Cost (30%) for the balance over the value is being applied, the purchases over the value of the Certificate are not Compensatable and do not count towards Sales Activity.

• Certificates issued up to and including November 18, 2010 can be redeemed in combination with Certificates issued after, in which case the new Certificate Program policies apply. Shipping & Handling and Taxes will not be charged on the Certificate value of the older Certificates.

• Certificates issued up to and including November 18, 2010 with purchases over the value of the Certificate are not Compensatable unless redeemed with new Certificates, in which case the new Certificate Program policies apply.

• Hosts can order PartyLite Product Certificates. In the ‘Host Gifts’ section on the Host Order Form, enter the item number ‘PPC’ (minimum $10). A PPC will be issued, whereby Shipping & Handling and Taxes will be applicable only on the balance over the certificate value when redeemed.

Lost or Damaged Certificate Replacement

• PartyLite will replace lost Certificates. When requesting a replacement Certificate, be sure to include the original order number, Consultant name and date of issue. PartyLite cannot re-issue Certificates without this information.

• When PartyLite re-issues Certificates, they will need to adhere to all current policies in place (regardless of their original issue date).

Ordering a Gift Certificate

Use Gift Certificates as selling tools to build your Host Party Sales and help assure yourself of future business. Offer these GC’s during your presentation to Guests who are undecided as to a choice of item(s) for themselves or that unique person on their gift-giving list. GC’s will be sent directly to the purchaser’s ship-to address.

• Guests may order Gift Certificates in any denomination (minimum $10) on the Guest Order Form in the area for Gift Certificate orders, as well as on Online Shopping Orders.

• Taxes and Shipping & Handling charges are not applied at the time of purchase. These charges are applied to the full purchase when the Gift Certificate is redeemed according to the ship-to address.

• When a Gift Certificate is purchased, it will count towards your Compensatable Sales and you will receive Profit as if the Gift Certificate were product being purchased.

• Your Host may order PartyLite Product Certificates using their Host Credit in the “Host Selections” section. PPC’s are available at Full Retail Cost only and may not be ordered as a Half Price or other Specials Priced promotion.

• By offering your Hosts the opportunity to choose a PPC for their “Host Selections”, you will be able to close the Party when they are undecided as to what they want to purchase with their excess credit.

• Consultants also may be awarded PPC’s through various promotional programs offered throughout the year.
Examples of Gift Certificate Purchases:

**Customer orders product and a Gift Certificate:**
- Product order: $100.00
- Gift Certificate order: $50.00
- Shipping and Handling charged on: $100.00 (or flat fee for Party Host)
- Applicable Tax charged on: $100.00 plus applicable tax on S&H

**Customer orders Gift Certificate only:**
- Gift Certificate order: $50.00
- Shipping and Handling: $0
- Applicable Tax: $0

**Redeeming a Certificate**

Gift Certificates and PartyLite Product Certificates may be redeemed online or by submitting the completed Certificate to Home Office directly (Certificates cannot be redeemed during the Party). Multiple Certificates may be redeemed together, provided that all items are shipping to the same address.

**Redeeming Online:**
- PPC’s issued June 15, 2015 and later are for full-priced product only. Any discounted items such as items from the Online Outlet cannot be ordered with a PPC.

**Submitting to Home Office:**
- Balance due over the Certificate amount plus applicable Shipping & Handling and Taxes needs to be enclosed.
- The Consultant Cost (30%) on balance due will only be applied to Certificate Orders being shipped to the ordering Consultant’s address.
- Business Tools/Supplies cannot be ordered when redeeming a Certificate, with the exception of catalogues (charged at full-retail priced value).
- Catalogue purchases do not count towards any overage for Compensation purposes.

**Examples of Redeeming Gift Certificates:**

**Customer redeems newer Gift Certificate for product only (issued after Nov 19, 2010):**
- Product purchased: $100.00
- Value of new Gift Certificate redeemed: $50.00
- Shipping and Handling charged on: $100.00
- Applicable Tax charged on: $100.00 (plus applicable S&H)

**Customer redeems new Gift Certificate for product and Gift Certificate (issued after Nov 19, 2010):**
Product order: $75.00
Gift Certificate being purchased $25.00
Value of new Gift Certificate redeemed: $100.00
Shipping and Handling charged on: $75.00
Applicable Tax charged on $75.00 (plus applicable S&H)

Customer redeems old (issued prior to Nov 19, 2010) and new Gift Certificate for product:
Product order: $200.00
Value of old Gift Certificate redeemed: $60.00
Value of new Gift Certificate redeemed: $25.00
Shipping and Handling charged on: $140.00 (doesn’t include old Certificate)
Applicable Tax charged on $140.00 (plus applicable S&H)

Certificate Redemptions (on line)

Be sure to use all available credit when redeeming any Certificate(s). Any unused credit will be lost if not used. A PartyLite Gift Certificate may be ordered online provided it meets or exceeds the minimum of $10.


The Certificate Redemption Order is separated into the following sections:

Redeem Certificates – On this page, the Certificates being redeemed must be entered. To do so, enter in each Certificate number and Consultant ID or PIN, then, select ‘Verify Certificates’. The system will verify each Certificate entered.

Purchase Items – On this page, the items being ordered will be entered.

Ship-To Address – On this page, the shipping address of the order will be selected. If the order is being sent to your Consultant address, please select ‘Calculate balance due at Consultant Cost (30%)’. This will allow your Consultant discount to be applied to any balance owed over the total redemption amount. When this is selected, the address will auto-fill with that of your ship-to address you have on file at PartyLite and will not be able to be edited.

Order Summary – On this page, a summary of the Order will be presented. Please make certain that your Order is correct before selecting ‘Submit Order to Home Office’. Once submitted, no changes may be made.

For your records, write the Certificate Redemption Order Number on the Certificate(s) for which you just redeemed.
Certificate Redemptions (mailed in)

- Certificates must be completely intact, showing the Certificate number and date of issue.
- If submitting a cheque as payment, ensure the Consultant ID is indicated on the cheque. PartyLite does not accept personal cheques from Hosts or Guests.
- To combine Certificates:
  - Staple all your Certificates together.
  - Total all Certificates and place total on the first Certificate, and list all the items being ordered.
  - Ship-to name and address must be completed on the Certificate to be valid.

Faxed Certificates are accepted, when accompanied with payment by credit card if balance owing.
Fundraisers

Fundraisers are an excellent tool for generating an abundance of new Leads for your business. There are two types of fundraisers you can do with PartyLite.

1) With the online **PartyLite Fundraising Program**, both you and the Organization benefit from the simplicity of offering exclusive products, including extremely popular candle forms offered in our best-selling fragrances. Professional marketing materials are available to you too, not only present this opportunity to organizations, but also run simple and successful campaigns.

All the benefits and details of the PartyLite Fundraising Program can be found in Business Building/Fundraisers under the Learning Centre (button) on the Home page of the Consultant Business Centre (https://my.partylite.com).

2) You can also have **Fundraiser Parties (Corporate (Fundraiser) Order)** where the whole catalogue is available. Please see the Corporate (fundraiser) Order types information in this Guide for details.

Processing PartyLite Fundraising Program Online

Once the Selling period is over and Sellers have turned in all Payment and Forms to the Organization, the Organization deposits the Cheques/Cash and forwards the Order Forms to you to begin processing online. Cheques/Cash are acceptable forms of payment for Fundraisers. Credit Cards are not accepted. 60% of the Sales are Compensatable Sales and 40% of the Sales are retained by the Organization.

- To access Extranet Fundraisers, go to Ordering/Fundraiser Order on the Ordering Page on the Consultant Business Centre (https://my.partylite.com). Then select “Add New Fundraiser”.
- The online process starts with the entry of the Organization Name, and main contact information.
- If the Organization is Tax Exempt, please contact Customer Service for further information, in advance of entering your Fundraiser online.
- Fundraiser Compensation is 10% of the Compensatable Sales. You can choose to split Profit with another Consultant on Fundraisers.
- Each Seller Order is then entered with corresponding Customer orders. You can add Sellers and/or Customers at any point before you submit to Home Office.
- Taxes are applied based on the Seller’s Ship-to address. Refer to the Tax Chart, located on CBC > Resource Centre > Forms > Sales Tax Chart for tax percentages per province. If the Organization has a different tax rate then the Seller’s Ship-To, please contact Customer Service once you submit your Fundraiser. Currently our system calculates taxes based on the Organization Ship-to address. Adjustments will need to be applied to your Consultant Account for the differences.
- Once all Seller Orders have been entered, proceed to ‘Close’ the Fundraiser where you will be brought to the Fundraiser Summary Page.
The Organization amount (40% of sales) is the amount retained by the Organization. This is their Profit!

The “Fundraiser Total Due To PartyLite” is 60% of sales plus applicable shipping and handling and taxes which needs to be collected from the Organization and deposited into your Electronic Bank Debit Account before submitting the Fundraiser Order to Home Office. Print this page and then select “Suspend” to hold this order until you have collected payment and are ready to submit.

Contact the Organization and make arrangements to collect this payment and return a copy of each Seller’s Order Form to the Organization with your ‘Thank You’ notes. Payment should be to you in the form of cheque or Money Order.

After you have received payment and deposited it into your Electronic Bank Debit Account, return to the Fundraiser Order to submit, ensuring you verify all information before submitting as no changes are permitted once you submit.

You can view each Seller’s Order in Order History/Fundraiser Order History on the Ordering Page on the Consultant Business Centre.

Orders are shipped directly to each Seller with a special message from PartyLite printed on each Seller’s packing slip.
**Guest Direct Shipping Re-order (mailed in)**

This is a great option for Guests who would like to place an order without holding an entire Party. A Guest Direct Re-Order gives Consultants the ability to ship Orders directly to Guests who wish to re-order product.

- All Sales from a Guest Direct Shipping Re-Order (before shipping and handling) will count towards your Compensatable Sales.
- If you are inactive, a Guest Direct Shipping Re-Order will re-activate you.
- Guest Specials, that meet promotional timelines and requirements, are applicable on Guest Direct Shipping Re-orders
- The Host Program is not applicable to Direct Shipping Re-Orders.
- Guests may not place Direct Shipping Re-orders directly with PartyLite Home Office. These orders must be placed through a PartyLite Consultant.
- Orders may be received via mail, courier or fax.
- Extranet Ordering is not available at this time – refer to Online Shopping.
- Accepted payments: Guest Credit Card or Consultant Cheque.

Shipping and Handling rates are the same for Guest Direct Shipping Re-order as with all other Guest orders.

An alternative option to Guest Direct Shipping Re-orders would be through Online Shopping! Shopping online alleviates filling out paper work and mailing costs, and gives your Guest an opportunity to view all the specials, features, benefits and opportunities PartyLite has to offer! The convenience of Online Shopping will have your Guests coming back to re-order when they are ready to replenish their PartyLite stock!

**How to place a Guest Direct Shipping Re-Order**

- Use the existing Guest Order Form.
- Write and highlight ‘RE-ORDER’ above words ‘Guest Order Form’.
- Blue copy to be forwarded to Home Office.
- Using the space at the top of form currently shown as "Delivery Date", create your own order number by using your I.D. number followed by a 1, 2, etc. For example, if your I.D. number is 0045236, your first invoice number would be 00452361.
- Complete all sections.
- In the Host Name box, write your Consultant I.D.
- Use the “Date of Party” space for date of Re-Order.
- Ensure the address is the shipto address and there is a phone number included.
Corporate (Fundraiser) Orders

Corporate (Fundraiser) Orders may be given a 20% discount (excluding Special Offers) from the total order amount (there must be $350 in Sales before taxes and shipping).

- The Consultant's Personal Compensatable Sales will be calculated at 80% of the total Order amount.
- Host Gifts, Host Specials, Half-Price items, Promotional items and Guest Specials are NOT applicable on Corporate (Fundraiser) Orders.
- The Base Shipping and Handling Cost is 5% of the total purchases for Orders of $1,000 or less. An additional 2% is calculated on any balance over the $1,000.
- PartyLite will not authorize a Corporate (Fundraiser) Order if the business plans to re-sell the product to the general public.

How to Place a Corporate (Fundraiser) Order

The Leader, or Consultant's Leader, should contact PartyLite Services to confirm inventory levels to be certain the Order can be fulfilled.

How to Complete the Invoice

Example: In Ontario, Company A’s total order amount is $2,000 full retail (13% H.S.T.)
Please indicate in the Host Gifts section: Fundraiser or Corporate Order.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Compensatable Sales</td>
<td>$1,600.00 [80% of $2000.00]</td>
</tr>
<tr>
<td>Host Total</td>
<td>0.00 [No Host benefits/credits]</td>
</tr>
<tr>
<td>Total Purchases</td>
<td>$1,600.00 [Total Compensatable Sales]</td>
</tr>
<tr>
<td>Shipping &amp; Handling (S/H)</td>
<td>$62.00 [$1000 x 5% = $50 plus $600 x 2% = $12]</td>
</tr>
<tr>
<td>GST/HST</td>
<td>$216.06 [(Total Purchase + S/H) x 13%]</td>
</tr>
<tr>
<td>PST</td>
<td>0.00 [(Total Purchase + S/H) x 0%] (with exceptions of PQ &amp; P.E.I. which are charged PST on Total Purchases + S/H + GST)</td>
</tr>
<tr>
<td>TOTAL AMOUNT DUE</td>
<td>$1,878.06 [Total Purchases + S/H + GST/HST + PST]</td>
</tr>
</tbody>
</table>
Consultant Orders

A Consultant Order is used to order all your PartyLite business needs. Consultant Orders can only be shipped to the ordering Consultant’s address.

If ordering Host Specials/Offers or Guest Specials on a Consultant Order, you may be entitled to one per promotion. Please see YourBiz for rules and qualifications.

Your order may be subject to excess Shipping & Handling charges. For your convenience, a chart detailing Shipping & Handling costs can be found at Resource Centre > Forms > Additional Shipping & Handling.

- Sales Aids are unable to be exchanged or refunded.
- No-charge literature should be ordered in reasonable quantities. Should the amount ordered be greater than a quantity of five (5) per item, PartyLite may adjust as necessary. Be sure to check the quantity per package prior to indicating the amount you wish to order.
- Consultants who submitted $250 in the prior month, may purchase samples at 30% off the suggested retail price.
- Host Specials are non-refundable.

Online Consultant Orders

To access Consultant Order Entry, go to Ordering > Consultant Order > New Order.

*PLEASE DO NOT USE YOUR BROWSER’S NAVIGATION BUTTONS AS IT WILL CAUSE YOU TO BE LOCKED OUT OF THE SITE FOR 10 MINUTES!*

The Consultant Order is separated into the following sections:

Add Items – This section lists the available categories from which items may be ordered. Qualifications/access rules apply to various sections. These categories include:

- Catalogues, Literature & No Charge Literature – separated in a variety of sections to fit your business needs
- Personal Wax (30% savings) and Personal Accessories (30% savings)
  - must be active (submitted a Compensatable Sales Order Type in past 60 days) at time of submitting your order
  - must have submitted a minimum of $250 in Compensatable Sales in previous month
  - Consultants who are in their month one of Brite Start are waived from the Sales minimum requirement during their first month
- Kit Additions (30% savings)
  - must be active (submitted a Compensatable Sales Order Type in past 60 days) at time of submitting your order
  - must have submitted a minimum of $250 in Compensatable Sales in previous month
  - Consultants who are in their month one of Brite Start are waived from the Sales minimum requirement during their first month
- Fundraiser Products & Literature
Additional sections may be available.

**Consultant Order Summary Page** – this summarizes your Consultant Order. The appropriate payment should also be selected. Please make certain that your order is correct before selecting ‘Submit Order to Home Office’ as once submitted, no changes may be made. Note: if you select “Electronic Bank Debit Amount”, please ensure you have adequate funds in your account prior to submitting your order. Otherwise, this could result in NSF fees.

The shipping address will default to the ship-to address that PartyLite has on file for you. You can view and change this information under My Business > Consultant Information > Consultant Profile > Address.

Depending upon your rank and activity, some sections may not always be available.

**Additional Shipping & Handling (Excess Freight)**

- $6.50* is the minimum shipping charge, which covers up to 10 pounds (4.5 kg) of your Order.
- PST + GST/HST will be applied to excess freight charges.
- A charge for weight in excess of 10 pounds (4.5 kg) will be deducted from your Profit as "Excess Freight" in accordance with the chart located on the CBC > Resource Centre > Forms > Additional Shipping & Handling.
- Example: If the total weight of your order is 32 pounds (14.5 kg), PartyLite will deduct an additional $7.15 from your Profit, making a total charge of $13.65 plus PST + GST/HST.

* Subject to change
Replacement Orders

Most items can be replaced online directly through the Consultant Business Centre (https://my.partylite.com) as opposed to submitting Original Paperwork. This makes replacing items for your Customers quick and easy! See the Online Replacement Ordering Section for details.

- Replacement orders must be submitted/received within 60 days from the date the Host/Customer received their order.
- Original Order number required - Each Replacement Order must be associated with one Original Order Number. You cannot submit one Replacement Order replacing items from multiple Original Orders.
- Component Parts - Currently active part items can be ordered if a piece of product was missing, defective, or damaged. When requesting replacements, be sure to select/indicate what part(s) need to be replaced, i.e. globe, base, ring, candle. A list of active Component Parts is available online under Resource Centre/Product Information and Updates on the Resource Centre page of the Consultant Business Centre (https://my.partylite.com). Component parts cannot be exchanged.
- Replacing an Item that is a pair - Select/indicate if one or both pieces need to be replaced. (Refer to the Components Part listing). If the single item component part is not available, the entire item will need to be replaced.
- Stop Sell items - Replacements for item(s) on Stop Sell or discontinued product may be processed as an exchange for another item or a certificate (if the retail value exceeds $10), excluding items originally ordered at a special/discounted price (i.e. Host Special, Host Offer, Host Half-Price or Guest Special).
- Literature - Literature cannot be exchanged.
- Consultant purchasing Replacement Items - A Consultant may purchase the item(s) that is being replaced simply by remitting 50% of the suggested retail price, plus sales tax, along with the Replacement Order Form.
- Exchange Items – A $2 exchange fee will be charged for online and paper exchanges. An exchange is a replacement where an item is being returned for a different item, excluding the instance of a Customer receiving the incorrect item.
- A Supplemental Replacement Order may be submitted for missing, damaged and defective replacements only. This form can be used in some instances when the request cannot be submitted on a Primary Replacement Order (ie. replacement of kit items, item had been replaced previously).

Refunds

- Refunds, whether you require a refund when exchanging an item for an item at lesser value or refunding one or more items, must be submitted on a Replacement Order Form and mailed/faxed into Home Office. Refunds are not available online.
- All refund requests must be received at Home Office within 60 days from the date the shipment was received.
• You, as the Consultant, need to refund your Customer and PartyLite will issue the refund directly to you on your Profit Cheque/Direct Deposit Statement. This will be indicated by the adjustment description “Refund”.

• Host Specials can only be refunded within 60 days.

• Refunds will not be accepted for Host Gifts, Literature or any products received at no charge.

• Profit adjustment for Product Refunds - When a Consultant is requesting a product refund of $25.00 or more per Order, Profits will be adjusted in the month the Refund is processed.

• If a Consultant is refunding an entire Party, Compensatable Sales will also be adjusted from the month for which the original order was received.

Online Replacement Orders

A Replacement Order may be processed online for most damaged, missing, and defective items. There are some restrictions in replacing items through the online Replacement Ordering process. Please reference this section for details. To prepare for your Online Replacement Order, you will need to have the Original Order Number for which the items you are replacing were ordered from. If you do not know the Original Order Number, you can select from a list of eligible order numbers (Orders received within 60 days from the date the Host received their order) or you have the option to search by the last name of the Original Order number’s Ordered By Name.

Some exchanges can be processed on a Primary Replacement Order (no exchanges allowed on a Supplemental Replacement). Please make sure to use all available exchange credit during an exchange, as any unused credit will be lost.

Replacements online can be processed by the Consultant from the Original Order only for Parties, Consultant Purchases and Gift/Product Certificates. Replacements for different Original Orders cannot be placed on the same Replacement Order.

Consultant will have option to purchase online the item being replaced (Primary Replacement Order). The charges of 50% of the suggested retail value plus applicable taxes will be included in the Replacement Order Summary and be charged upon submitting.

To begin, access Replacement Ordering through the Ordering menu on the Home Page on the Consultant Business Centre (https://my.partylite.com). Select Primary or Supplemental Replacement Order Entry.

Replacement Order Navigation

CONTINUE
Select “Continue” to continue on to the next page.

BACK
Select "Back" to return to the previous page, any changes made will not be saved.

CLOSE
Select “Close” to return to the ordering menu.

REPLACE/CHANGE
Select "Replace/Change" to replace an item.

SUSPEND
Select "Suspend" to exit the order and save any changes.

PLEASE DO NOT USE YOUR BROWSER’S NAVIGATION BUTTONS AS IT WILL CAUSE YOU TO BE LOCKED OUT OF THE SITE FOR 10 MINUTES!
The Primary Replacement Order is separated into the following sections:

- **Order Detail** – Item(s) that need to be replaced/exchanged may be selected. Each item must have the following selected: replacement type (for example Damaged) and a reason for replacement (for example: broken when received). Please be sure to select the most appropriate reason code. This will assist us in identifying product issues. Available component parts will be listed with each accessory item.

- **Ship-to** – Enter appropriate ship-to address for the replacement order.

- **Summary** – A summary for your replacement order. The appropriate payment, if necessary, should also be selected. Please make certain that your order is correct before selecting “Submit” to Home Office. Once submitted, no changes may be made. Be sure to print out a copy of the Return Order Summary and include it in the box with your product return. Without this, Home Office will be unable to credit your account or verify that these products have been returned. See Replacement Returns Management System section for further details.

NOT AVAILABLE FOR ONLINE REPLACEMENT PROCESSING (please process by paper and mail in)

On Primary Replacement Orders, all items which cannot be Exchanged and Replaced online will be "disabled" (greyed out) at the point of selecting original order to replace. See "Item Status column" on Replacement Order Detail screen for more information.

The following is a list of items that cannot be processed through Primary or Supplemental Online Replacement Ordering:

- Refunds (full refunds or refunds for when an item is exchanged at a lower price).
- Exchanging 2 or more separate items in exchange for one new item.
- Exchanging Items which were not originally ordered at the Suggested Retail value (for example, Host Half Price items, Charity items, Host Specials, Kit Additions and Personal Gifts or Candle items from a Consultant Order, Guest Specials, etc.).
- Exchanging Items ordered on a certificate.
- Exchanging Component Parts.
- Replacements for which the Original Order is that of another Consultant.
- Replacement Reasons "Unused Host Credit" and "Additional Items Received".
- Stop Sell/Discontinued/Back Order items. Replacements for item(s) on Stop Sell or discontinued product may be processed as an exchange for another item or a certificate (if the retail value exceeds $10).
- Host Half-Price and Host Specials items.
Replacement Order Form (mailed in)

The Bilingual Replacement Order Form should be used to request the replacement of damaged, defective, wrong or missing items, and, in addition, for requesting exchanges and refunds. There are easy-to-follow, detailed instructions for filling out the ROF printed on the back of each form. Please do not photocopy Replacement Order Forms since they are pre-numbered and intended for one-time use only.

PartyLite’s guarantee is that we will replace any item in our catalogue that is defective. If the item is no longer available, a certificate will be issued.

The Replacement Order Form is a three-part form.
- The first copy (white) should be sent to Home Office for processing.
- The second copy (canary) should be retained for your records.
- The third copy (pink) must accompany the item(s) being returned to PartyLite.

Guidelines for processing your Replacement Order Form

- Original Order number – This must be provided for every Replacement Order Form. If you cannot supply the original order number, please explain the reason in the box provided as well as the Guest’s full name, telephone number and the date of the original Party held.

- Return Type – This must be indicated in the box provided. Additionally, whenever possible, also include the Reason Code associated with your Return Type. Please reference the list of Return Types and associated Reason Codes indicated on the Replacement Order Form.

- Missing or Exchanged items – This must be submitted within 60 days from date Host receives their Order.

- Exchanging a Half-Price item - One Half-Price item can only be exchanged for one other item. A certificate cannot be issued in exchange for a Half-Price item on a Replacement Order.

- Exchanging Guest or Host Specials - Guest or Host Special can only be exchanged for another Guest or Host Special from the same Promotion, if requested before the deadline of that same promotion special.

- Exchanging for a lower priced item - A request for a refund must be indicated. If the item was selected with Host Credit, a certificate may be issued if the amount is $10 or more.

- Party Order replacements – These are shipped directly to the Guest/Host unless otherwise indicated. If the item(s) is being shipped to someone other than the original Guest/Host, it is important to indicate the Original Party number and the Guest/Hosts’ name on the top right hand corner of the Replacement Order Form. Indicate the complete name and shipping address of the person to whom the item is being shipped and the reason for the alternate address.

- Replacing a certificate due to being lost or damaged will be processed as a certificate using the original certificate number and NOT as a Replacement Order.

- Total Amount Due - If payment is not received and the amount owing is over $20, the ROF will be sent back to the Consultant. If the money owing is less than $20 and payment is not included, the balance due will be deducted from the Consultant’s Profit.
Replacement Order Return Management System

The Replacement Order Return Management System enables Home Office to track and assist you with returning any defective or damaged merchandise that needs to be returned to Home Office. Replacement Order Returns must be received back at Home Office within 90 days from the date the Replacement Order was received and accepted at Home Office.

Replacement Order Returns will be pre-paid by PartyLite up to a maximum of four times per year, or once per quarter. Any returns received over the maximum of 4 per year could be placed under review for a surcharge to be applied to your Consultant Account. We recommend you "buddy-up" with another Consultant so that between the two of you, you can return your Replacement Order Returns at no expense 8 times a year!

In the event there is a "Wrong Item" or "Missing Item", check with the Host/Guest to confirm that an extra or wrong item was received that was not ordered. (All boxes are weighed when they are shipped. Our Quality Assurance team will randomly reconstruct Parties with missing items to ensure items on the Replacement Orders are being reported accurately.)

The "Replacement Order Product Returns - Transfer Form" has been created to assist you in the tracking of your product returns when combining them with another Consultant's. This is your insurance that the product you are returning has been transferred to another Consultant or Leader and they have accepted the responsibility to forward your returns back to Home Office. Please make copies of this form as required.

All PartyLite Consultants may ship their Replacement Order products directly back to PartyLite following these easy steps:

1) **You can request a Canada Post ROF Returns label in one of two ways:**

   a) Contact your Leader to request labels on your behalf.

   b) Consultants may order their labels online via the Consultant Business Centre. To order online, select Resource Centre > Canada Post ROF Returns Labels on the Resource Centre page on the Consultant Business Centre ([https://my.partylite.com](https://my.partylite.com)). Once you have completed the form in full (including all ROF numbers) and submitted it to Home Office, you will receive an e-mail, or phone call if no e-mail address is provided, within approximately 48 hours with an authorization number that will be on the labels we are sending you. You will receive a Canada Post Return label via an email from Canada Post, which will include an Adobe pdf attachment that you will print and then attach to your shipment.

   To ensure that you receive their email, please add do_not_reply@mailposte.ca to your Safe Senders list as this will ensure their email is not directed to your Junk Mail. The email will be sent to your email address that you have on file with PartyLite. In the event that you do not have an email address on file with PartyLite, we will mail your Canada Post Return Label to your mail-to address on file. All returns are to be sent back in a PartyLite Shipping box that has the PartyLite logo on the outside. Please ensure the appropriate sized shipping carton is used, and that it is full.

   **If you have received your confirmation:**

   When you take the returns to your postal outlet to return please make note of the date you are returning them, as it will take approximately 3 weeks from this date for your returns to be received at Home Office.
If you do NOT receive your confirmation:
This means your request has not been successfully submitted to Home Office and you'll need to resubmit the request. If you keep having difficulty please contact Customer Service, toll free at 1-877-638-0388.

2) **Consultants must provide the Replacement Order number(s)** (and the total number of boxes that they will be returning). Leaders, please ensure you keep a record using the “Replacement Returns Consultant Authorization Form” under CBC > Leader Info > Leader Forms > Leader Forms. The following information is required by Customer Service when you are requesting a Canada Post label:
   - Consultant ID number
   - Name and email address
   - Total boxes (a label is needed for each box being returned)
   - Replacement Order number(s), per box

Columns detailing the Item number, Product Description, Quantity and Date are included for your own reference. Please make copies of this form as required.

3) **Clearly write on the outside of the boxes ROF RETURN and attach the label(s) you have received via the email from Canada Post.** Include either a copy of your ROF Forms or your recent ROF statement (and indicate which items you are returning).

Please ensure that each box you are returning has a different Canada Post label. Replacement Order returns must be taken to a post office or postal outlet to forward back to Home Office. The Canada Post label indicates that the postage for your return has been prepaid by Home Office.

4) **For Consultants submitting Replacement Order Forms by mail,** please keep the goldenrod copy of the ROF(s) as they must be sent back in the same box as the product. (If the return is being combined with other Consultants' returns, please ensure ALL goldenrod copies are sent.) Remember, without these copies Home Office will be unable to credit your account, or verify that these products have been returned.

For Consultants submitting Replacement Orders via Extranet, please print out a copy of the order summary and submit with returned product.

5) **Please do not return broken glass.** Consultants may take broken glass (if possible) to Unit Meetings and have their Leader initial that the item being replaced is broken. The Leader’s signature must be included on the goldenrod copy or computer printout as verification that the item was broken and will not be returned to Home Office. This signed paper should be included in your shipment along with your other returns. All broken ceramic items, such as Tealight Houses, need to be returned. Additionally, all component parts should be included in the return.

6) Prior to sending your shipment, **double-check your records** once again to ensure everything in the box has a corresponding goldenrod copy or computer printout. **Do not include any other products or paper work in the same box as your Returns** as Home Office will not be responsible for the processing of these items.

Products being returned as exchanges or wrong items need to come back in saleable condition; please do not write on or affix labels to the product. Items not in resalable
condition will be charged to your account.

7) **If you choose to keep your return** and make a Replacement Order Purchase, returns that are not received and accepted back to PartyLite within 90 days from the date the Replacement Order was received and accepted at Home Office, will be considered a Replacement Order Purchase. Your account will automatically be charged for the items at Consultant Cost plus applicable taxes (GST/HST and PST). There is no need to send in a separate cheque to cover the Replacement Order purchase. This charge will be indicated on your Profit cheque or direct deposit statement in the Host/Remarks column as a Replacement Order Purchase and the Replacement Order number will appear under the Invoice column. (Consultants whose Replacement Order Returns are received after 90 days only receive 50% credit back on their Accounts.)

8) **If you choose to send your Replacement Order Returns to Home Office at your own expense**, either using an alternative method other than Canada Post or more than four times per year, please ensure Customer Service is notified and an authorization number obtained prior to forwarding them to Home Office. An actual Return label will not be required; however, the Authorization number should be clearly marked on the outside of the shipping carton(s).

**Replacement Order Statements**
Replacement Order Statements are provided to each Consultant the first week of every month. Your statement outlines the products that are still outstanding and are required to be returned to Home Office. Your statement also advises you of the date the return is due, the corresponding Replacement Order number and amount your account will be charged if it is not received back at Home Office within a 90-day time frame. You can access your Statement(s) under CBC > My Business > Electronic Documents > View Electronic Documents > "ROFSTMTCA".
Online Pre-Order (Business Tool Order)

A pre-order will be offered at the introduction of any new catalogue within a specific time-frame. Please reference the Hotline for when available. Only one Pre-order per Consultant is allowed.

The pre-order has one section that includes the ship-to address and a list of available items. Payment is only by Direct Debit when submitting Pre-Orders online. To access Pre-Order Entry, please select ‘Business Tool Order’ from the Ordering menu on the Ordering Page on the Consultant Business Centre (https://my.partylite.com).

GST/HST and PST are not automated and need to be entered manually by you for this order type. If not included or incorrect amount is entered, the amount due will be deducted from your Consultant Account once submitted and received at Home Office.

PLEASE DO NOT USE YOUR BROWSER’S NAVIGATION BUTTONS AS THIS WILL CAUSE YOU TO BE LOCKED OUT OF THE SYSTEM FOR 10 MINUTES.
Glossary

**Active** - To be considered "Active", a Consultant or Team Builder must submit $750 or more in Personal Compensatable Sales received and accepted at Home Office each business month; Unit Leaders and above must submit $1,250 or more in Personal Compensatable Sales received and accepted at Home Office each business month beginning with the month they Promote-Out to Unit Leader or above rank.

**Bonus** - A monthly Bonus is awarded on the total Personal Compensatable Sales of a Consultant or Leader whose total Personal Compensatable Sales are $2,300 or more in a Business Month, received and accepted by Home Office. Consultants and Team Builders receive a 7% Bonus when they qualify. Unit Leaders and above receive a 6% Bonus when they qualify.

**Bonus Days** - The additional days between a New Consultant's Start Date and the first day of their first full month in business. For example, if a New Consultant’s Start Date is April 6th, their Bonus Days are April 6th to 30th.

**Brite Start Qualified Consultant** - When Home Office receives and accepts $1,700 in Personal Compensatable Sales from a New Consultant in their first full month of business following their Start Date (including any sales from Bonus Days), that Consultant becomes a ‘Brite Start Qualified Consultant’. If a New Consultant’s Start Date falls on the first business day of the month, they have until the last business day of the following month to Qualify.

**Business Day** – PartyLite Home Office is open on Business Days, Mondays through Fridays, excluding Holidays.

**Business Month** - A business month begins on the first day of the month at 12:00 a.m. Eastern Time Zone (ET) until 11:59 p.m. ET on the last day of the month. Mailed in orders can only be received on business days by noon ET (Mondays through Fridays, excluding Holidays).

**Central Unit** - A Central Unit of a Unit Leader or above rank includes the Leader and all directly and indirectly sponsored Consultants and/or Team Builders. It does not include any Promoted-Out Units.

**Compensatable Sales** - The total dollar amount of retail orders submitted to and received and accepted by Home Office, excluding tax and shipping and handling charges. Compensatable Sales do not include Host Gifts, Half-Priced Items, Personal Bonus Item and Host Specials.

**Consultant Account** - PartyLite has created a Consultant Account (also known as the Consultant Credit Account) for each individual Consultant. You agree to participate in this program when you sign your New Consultant Agreement with the Company.

**Corporate Orders** - A 20% discount is given (excluding Special Offers) from the total order amount (there must be $350 in Sales before taxes and shipping). The Leader, or Consultant's Leader, should contact PartyLite Services to confirm inventory levels to be certain the Order can be fulfilled.
**Extranet** - An extranet is a web based application with a set of content shared by a well-defined group, but one that crosses enterprise boundaries. Extranets are sites accessible by employees and customers/sales partners both behind and outside the firewall which require usernames and passwords to access the Consultant Business Centre (https://my.partylite.com).

**Fundraisers** - An excellent tool for generating an abundance of new Leads for your business. There are two types of fundraisers you can do with PartyLite. Our Fundraising Program offers organizations a 40% profit based on sales of a limited number of popular, affordable products. Specialized literature is available for you to present and execute this program. You can also run fundraisers using the entire catalogue. These fundraisers are treated like corporate orders.

**Inactive** - Effective April 1, 2012, all Compensatable Sales Order Types (i.e. Party, Fundraiser, Online Shopping, Guest Re-order, Compensatable Gift Certificate, etc.) which are submitted, received and accepted at PartyLite will keep a Consultant active for 60 days. Inactive Consultants do not receive monthly mailings. Example:
- Prior to April 1, 2012, a Consultant who did not submit a Party Order type for 60 days was considered "inactive" – Example: Mary Smith's last Party was received and accepted July 28th, her inactive date would be September 26th.

**Profit** - All PartyLite Consultants and Leaders receive compensation on their Personal Compensatable Sales. This Profit is awarded weekly.

**Profit Awards** - Profit Awards are awarded to Unit Leaders and above for leading and developing Consultants and Leaders in their structure.

**Profit Awards on Central Unit** - Unit Leaders and above ranks receive a weekly Profit Award of 7%, based on the eligible Compensatable Sales of their Central Unit, including the Leader's Personal Compensatable Sales.

**Leader** - A Leader with the rank of Unit Leader or above.

**New Consultant** - Someone officially becomes a "New Consultant" when Home Office receives and accepts their completed Agreement Form and their Starter Party or payment in full for their New Consultant Starter Kit. A previous Consultant must be inactive for one year to be considered a New Consultant to qualify for sales promotions, Brite Start and Leader Promote-Outs.

**Online Shopping Order** - All Consultants with a Consultant Web Site can offer their Guests the opportunity to shop online. There are two types of online shopping orders. Party Orders are made by Guests who were invited to a Party but could not attend and opted to shop online. Non-Party orders are made by individual Guests who are not associated with a Party.

**Personal Compensatable Sales** – see Compensatable Sales.

**Qualified New Consultant** - When Home Office receives and accepts $1,700 or more in Personal Compensatable Sales from a Consultant, that Consultant becomes a "Qualified Consultant".
**Qualified Party** - A Party which is $300 or more in Compensatable Sales.

**Re-activated Consultant** - To re-activate, a Consultant needs to submit a Compensatable Sales order type (not including Fundraisers).

**Received Date** - The date the order is received and accepted at Home Office.

**Recognition Year** - June 1 through May 31.

**Recommending** - A New Consultant is recommended once their Consultant Agreement and Starter Party/payment for Kit has been accepted at Home Office.

**Party Order** – A Party Order is a collection of orders with a minimum of $100 in Sales in which Host Credits and Compensation are earned accordingly.

**Split Compensation** - Profit (25%) can be split 60% / 40% on Parties and Fundraisers. The Consultant whose name appears as the Consultant on the order receives 60% of the order’s Profit, and will be credited 100% of the Sales activity; the Consultant whose name appears as the Split Consultant receives 40% of the order’s Profit. An Inactive Consultant can re-activate by submitting the order but the Split Consultant won’t be re-activated

**Sponsored** - A New Consultant is considered sponsored once they Brite Start Qualify.

**Start Date** - The date Home Office receives and accepts the New Consultant Agreement with the Starter Party or payment in full for their Starter Kit.

**Starter Party** - A Party held by a New Consultant to pay for her New Consultant Starter Kit. The Compensatable Sales of this Party will be applied to the purchase of the Starter Kit in lieu of compensation.