



# Preferred Customer Program



## 3 & FREE

The Preferred Customer program is designed to inspire and reward those living the LifeWave lifestyle who are consistently using and sharing this wearable technology.

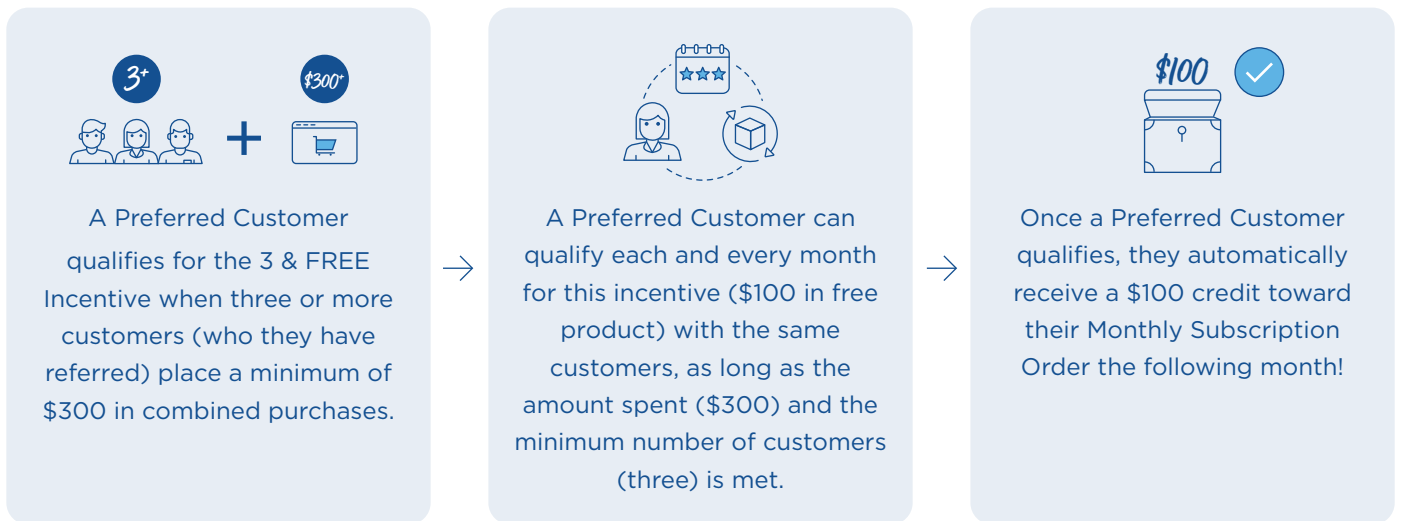
### PREFERRED CUSTOMER 3 & FREE

*When you share LifeWave, You Earn LifeWave!*

The Preferred Customer (PC) 3 & FREE incentive rewards PCs who share their experience with LifeWave products with their friends, family, and those within their circle of influence. When a PC refers three or more customers and they consistently purchase - that same PC can earn free product each and every month.

Preferred Customers can **earn \$100 in free product** each month.

Here's how it works:



There is no minimum spending requirement per customer. All a PC has to do is have a minimum of three referred customers who together purchase a minimum of \$300. So, for example, if a PC has six referred customers purchasing \$50 each or if a PC has three referred customers spending \$100 each, that PC will get the \$100 credit either way! It's as simple as 1 - 2 - 3. That is 3 & FREE.

*Keep in mind that the \$100 credit covers only products, not shipping or tax. And Alavida and Nirvana products on a monthly subscription order cannot be discounted with the \$100 credit.*



*Simply share the products you love with people you love and get your products paid for!*

## FAQs

**Q 1: In what countries is the 3 & FREE Incentive available?**

A 1: As of September 28, 2020, the 3 & FREE incentive – as part of the Preferred Customer Program is available in the United States and Canada, and January 2021 globally.

**Q 2: Do I need three or more different referred customers every month?**

A 2: No. You can qualify for 3 & FREE with the same referred customers in any month provided you meet both a minimum of three referred customers and a subtotal spent by all referred customers of at least \$300.

**Q 3: Can I use my 3 & FREE credit on standard, non-recurring orders?**

A 3: No. You cannot use your 3 & FREE credit on any orders that are not monthly subscription orders. Your 3 & FREE credit will be automatically applied to the next month's monthly subscription order after fulfilling the 3 & FREE incentive requirements.

**Q 4: Are there any products the 3 & FREE credit won't cover in my monthly subscription order?**

A 4: Your 3 & FREE credit will cover any product in a monthly subscription order with the exception of Alavida and Nirvana products.

**Q 5: Can I exchange my 3 & FREE credit for its cash equivalent?**

A 5: No. A 3 & FREE credit is only usable to reduce the cost of a monthly subscription order. It in no way represents a convertible or transferable cash value and can only reduce the cost of a LifeWave monthly subscription order.

**Q 6: Will utilizing a 3 & FREE discount effect the BV of the monthly subscription order?**

A 6: No. A 3 & FREE credit applied to reduce the cost of a monthly subscription order will not affect the volume of the order. Volume generated by the order will adhere to all stipulations present in the LifeWave compensation plan and LifeWave's policies and procedures.

**Q 7: Do I have to use my 3 & FREE credit on every monthly subscription order?**

A 7: Yes. Your 3 & FREE credit will be automatically applied to the monthly subscription order in the month immediately following the earning of said credit. If a monthly subscription order is not placed in the relevant month, the credit is forfeited.

**Q 8: Will my 3 & FREE credit apply to the cost of shipping and tax?**

A 8: No. Your 3 & FREE credit cannot be applied to the cost of shipping and tax. Your 3 & FREE credit can only be used to reduce the cost associated with the products present on the relevant monthly subscription order.

**Q 9: What if I want to refund an order that I used my 3 & FREE credit on?**

A 9: LifeWave's official refund and return policy applies in full. If product is returned or refunded, your 3 & FREE credit is forfeited.

**Q 10: Can I participate in the 3 & FREE program if I became a preferred customer prior to the incentive's launch?**

A 10: Yes. All Preferred Customers are eligible to earn the 3 & FREE Incentive.

**Q 11: As a distributor, if I reclassify to a Preferred Customer can I participate in the 3 & FREE Program?**

A 11: Yes. All Preferred Customers are eligible to participate in the 3 & FREE Incentive.

**Q 12: Is there a minimum amount each referred customer must spend?**

A 12: No. As long as the total amount spent by referred customers within a calendar month totals \$300 or more, and you have referred 3 or more customers in that same calendar month, you will qualify for your 3 & FREE credit.

