

## VIP MEMBER FAQ'S

**Q: IS IT COMPULSORY TO PURCHASE A TESTER PACK WHEN I REGISTER?**

A: Yes. This is a condition when registering as a VIP Member.

**Q: HOW MANY SILK TESTER PACKS MAY I PURCHASE WHEN I REGISTER?**

A: Silk VIP Members are entitled to one of each of the four Silk Tester Packs, at least one must be purchased at the time of registering, the other three can be purchased at any time in the future.

**Q: MAY I CHOOSE WHICH PRODUCTS/COLOURS/SCENTS ARE IN THE TESTER PACKS?**

A: No, Our Tester Packs are prepared in advance to enable speedy delivery to you however with the Cosmetics Tester Pack you can choose the Foundation Colour to suit your skin.

**Q: IF I RECEIVE MY TESTER PACK AND DECIDE NOT TO CONTINUE AS A VIP MEMBER MAY I RETURN THE PACK?**

A: Yes, you are entitled to return the Tester Pack for a full refund, minus the delivery fee, should the kit be received by Silk Support office in the original and saleable condition including stationery and accessories within 30 days of registering.

**Q: HOW LONG AFTER I JOIN WILL MY SILK TESTER PACK ARRIVE?**

A: Your Tester Pack will be despatched within 2 business days of registering.

**Q: HOW WILL MY SILK TESTER PACK BE SENT?**

A: Silk Tester Packs are delivered using Australia Post.

**Q: IF A PRODUCT IS FAULTY IN MY TESTER PACK MAY I RETURN IT?**

A: Yes, the Silk International Pty Ltd Policies and Procedures include a 30 day return policy. If you have received a faulty item please go to [www.silkoilofmorocco.com](http://www.silkoilofmorocco.com) login and download the returns form from the Returns Tab, at the bottom of the page, and call Silk Head Office to receive your SRA number. Once the Returns Note has been emailed to Head Office a pre-paid ticket will be emailed to you to attach to the parcel that you are returning.

**Q: HOW DO I REGISTER TO BECOME A VIP MEMBER?**

A: From the main website go to the 'Opportunity' tab, click on 'VIP Member', scroll down and click on 'Register Now' then choose a local Silk Sales Representative by typing in your suburb. Have a look through the Sales Reps/ITP's to see who you would like to join or if you have been previously speaking to a Silk Sales Representative/ITP simply type in their name in the search field. Once you have made your choice click on "Become a VIP Member". Complete the Registration Form and submit. You will then be emailed your login details. Go to the main website, login to your account and then proceed to order your Tester Pack. Please note your Tester Pack has to be purchased within 24 hours.

**Q: IF AT FIRST I CHOOSE TO BE A VIP MEMBER CAN I CHANGE TO A SALES REP LATER?**

A: Yes you just need to contact Head Office to change you over, If you have not placed an order in that month they can change you over straight away, if you have placed an order they will not be able to change you over until the beginning of the following month. Once changed you would then be required to purchase a website for \$90 of \$180 for three years.

**Q: MAY I REGISTER WITH A POST OFFICE ADDRESS?**

A: For the initial delivery of the Silk Tester Pack Silk requires a residential address. After this, you may choose for future orders to be delivered to a PO Box. Please change your postal address in the Back Office (top right hand side of your screen) and Account Information.

**Q: WHAT IS A SPONSOR?**

A: A Sponsor is somebody that introduced you to Silk. They are there to provide you with customer service including answering any questions that you may have.

**Q: MAY I CHANGE MY SPONSOR (THE PERSON THAT INTRODUCED YOU TO SILK) AFTER REGISTERING?**

A: No, once you have completed the agreement, you are connected with that sponsor. If you cannot reach your sponsor please call Head Office on 07 3880 3380 and we will be happy to help.

**Q: IF I AM UNDER 18 YEARS OF AGE, MAY I REGISTER AS A SILK SALES REP?**

A: The Agreement may only be signed by someone over 18 years of age. Between 16 and 18 years of age, you may join with a legal guardian as the signee. Silk support office approval is required.

**Q: MAY I COME TO SILK HEAD OFFICE TO COLLECT MY ORDERS?**

A: Yes. Orders can be collected from Head Office by choosing 'Local Shipping' in your shopping cart. Orders will be ready for collection 1-2 business days after order has been processed. A text message will be sent when your order is ready for collection. For any other similar enquiries please see General Enquiries.

**Q: MAY I PLACE AN ORDER OVER THE PHONE IF I AM UNABLE TO LOG ONTO MY WEBSITE?**

A: Orders may be placed by phone by calling the Silk Support office on 07 3880 3380 between the hours of 9am and 5pm Monday - Friday. You must provide your name, contact details, identification number, a valid credit / debit card number (Visa or Mastercard only) shipping address, Silk Products ordered including product name, code number and quantity required.

**Q: IF I HAVE PROBLEMS ACCESSING MY WEBSITE USING MY LOG IN WHO SHOULD I CONTACT?**

A: Please contact the Silk Support Office via (07) 3880 3380 or email [info@silkoilofmorocco.com.au](mailto:info@silkoilofmorocco.com.au).

**Q: WHAT ARE THE ADVANTAGES OF BECOMING A VIP MEMBER?**

A: VIP Members are notified 24 hours before a new product is launched, have access to Value Packs which offer discounted products as well as an extra 20-35% on top of those purchases (% dependent on retail value of orders during the month), access to Monthly Flash Sales with an added bonus of a further 20-35% discount (dependent on retail value). Opportunity of purchasing all four tester packs at below wholesale price.