

## INDEPENDENT SALES REPRESENTATIVE FAQ'S

### **Q: IS IT COMPULSORY TO PURCHASE A STARTER KIT WHEN I REGISTER?**

A: Yes. Silk insists that you have products for your Customers and yourself to experience.

### **Q: HOW MANY SILK STARTER KITS MAY I PURCHASE WHEN I REGISTER?**

A: Silk Independent Professional Sales Representatives are entitled to one of each of the seven Silk Starter Kits, at least one must be purchased at the time of registering, the other six can be purchased at any time in the future.

### **Q: MAY I CHOOSE WHICH PRODUCTS/COLOURS/SCENTS ARE IN THE STARTER KIT?**

A: No, our kits are prepared in advance to enable speedy delivery to you.

### **Q: IF I RECEIVE MY KIT AND DECIDE NOT TO CONTINUE AS A SALES REP MAY I RETURN THE KIT?**

A: Yes, you are entitled to return the Starter Kit 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 STARTER KIT ARRIVE?**

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

### **Q: HOW WILL MY SILK STARTER KIT BE SENT?**

A: Silk Starter Kits are delivered using Australia Post.

### **Q: IF A PRODUCT IS FAULTY IN MY STARTER KIT 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 SILK SALES REP?**

A: From the main website go to the 'Opportunity' tab, click on 'Sales Representative', Click 'Join Now' at the bottom of the page and then use our 'Locator' to choose a local Silk Sales Representative by typing in your suburb. Have a look through the Sales Reps/ITP's to see whose team you would prefer to join or if you have been previously speaking to a Silk Sales Representative simply type in their name in the search field. Once you have made your choice click on 'Become an Independent Professional Sales Representative'. 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 Starter Kit and pay for your website. Please note your Starter Kit has to be purchased within 24 hours or you will be required to re-apply.

### **Q: WHERE DO I GO TO PURCHASE SILK STATIONERY?**

A: Personalised Silk Stationery items are available to be purchased at heavily subsidised costs. Simply login to your account using your username and password and purchase from the Sales Rep / ITP Store.

### **Q: IS IT COMPULSORY TO HAVE MY OWN SILK WEBSITE?**

A: Yes, it is compulsory to have a website. With online shopping becoming more and more popular, your Silk Website is a great place to direct sales and enables you to reach an extended audience. Your website will be a duplicate of our Head Office website. If you do not wish to purchase a website then you need to register as a VIP Member only.

### **Q: CAN I CHOOSE MY OWN URL?**

A: Yes, however this has to be approved by Head Office. Most Silk Sales Reps are using their first name and last name as this corresponds with their social media accounts. To choose a different URL when registering complete the field 'Preferred URL'. ie. – if you would like 'foreverbeauty.silkoilofmorocco.com.au' you would enter 'foreverbeauty' in the 'Preferred URL' field.

### **Q: HOW MUCH DOES HAVING MY OWN WEBSITE COST?**

A: Just \$90 per year or \$180 for three years, this covers all website maintenance and updates..

**Q: WHERE DO I FIND MY URL & HOW DO I SHARE THIS?**

A: Login into your Account, you will find your URL in the 'My Account' tab. You can share your URL with anyone by simply copying and pasting your URL on Social Media sites / emails. NOTE: URL's cannot have "www" at the beginning or they will not work, ie. <http://jane-doe.silkilofmorocco.com> is a working URL.

**Q: MAY TWO PEOPLE JOIN ON THE ONE INDEPENDENT TRADE PROFESSIONAL AGREEMENT?**

A: No, there is only one name allowed on the agreement. Please see the Silk International Pty Ltd Policies and Procedures for more information.

**Q: DO I NEED AN ABN TO REGISTER?**

A: No, it is up to you as a Silk Independent Professional Sales Representative to choose whether you register for an ABN, however when you exceed the \$10,000 bonus earning threshold, you will be required to submit an ABN to Silk International Pty Ltd.

**Q: IF I ALREADY HAVE AN ABN DO I PROVIDE THIS TO SILK?**

A: Yes, if you already have an existing ABN you may enter this in your resource centre under Back Office.

**Q: IF I AM GST REGISTERED DO I NOTIFY SILK?**

A: Yes. Please make sure the GST box is ticked in your account info in your resource centre under Back Office.

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

A: For the initial delivery of the Silk Starter Kit 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 your Resource Centre, Back Office and Account Information.

**Q: WHAT IS A SPONSOR?**

A: A Sponsor is somebody that introduced you to Silk or the Silk Opportunity. They are there to support you and answer 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 SPONSOR ANOTHER FAMILY MEMBER?**

A: Yes with their own Silk Independent Professional Sales Representative Agreement and Kit.

**Q: AM I ABLE TO SELL SILK PRODUCTS IN OTHER COUNTRIES?**

A: Yes, however you will be responsible for the packaging, posting and following customs guidelines to send out to your customer. Please Note: overseas customers cannot register as a Silk Sales Rep/ITP on your website, they must order from you direct.

**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: IF I CHOOSE TO BUILD A TEAM MAY I APPROACH SALONS TO BECOME SILK INDEPENDENT INDUSTRY TRADE PROFESSIONALS?**

A: Most definitely. Salons that register will be entitled to wholesale prices however are not entitled to Host Rewards, Value Packs and Flash Sales. Customers who purchase direct from an ITP's website do have access to Value Packs and Flash Sales.

**Q: MAY I CREATE AN EMAIL ADDRESS INCORPORATING THE BRAND NAME SILK OIL OF MOROCCO/ SILK INTERNATIONAL?**

A: No, please refer to the conditions of this in the Silk International Pty Ltd Policies and Procedures.

**Q: MAY I HAVE A STAND AT A LOCAL MARKET OR TRADE FAIR?**

A: Yes. A Silk Sales Rep may operate a temporary booth at a fair or market, trade show or other event when approved by the Silk Support Office. The stand must be staffed by a Silk Independent Sales Representative at all times. Please refer to the Silk International Pty Ltd Policies and Procedures.

**Q: WILL I NEED TO HAVE INSURANCE IF I HAVE A STAND AT A MARKET?**

A: Yes, most markets require you to take out Public Liability Insurance for any personal injury and property damage to third parties. You can find details of a company that offer Public Liability by logging onto your website, go to your Resource Centre and you will find the information in Documents and Miscellaneous.

**Q: MAY I BE A SILK SALES REP AS WELL AS BEING A SALES REP FOR ANOTHER DIRECT SELLING COMPANY?**

A: Yes, however you are not permitted to promote alternative business opportunities or products from alternative Direct Selling companies to other Independent Sales Representatives of Silk. Please refer to the Silk International Pty Ltd Policies and Procedures.

**Q: DO I HAVE A RESTRICTED GEOGRAPHICAL AREA TO SERVICE SILK PRODUCTS?**

A: All Silk Sales Reps have the right to purchase and resell all Silk products in ALL geographical areas in Australia.

**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. A \$10.00 handling fee will be charged for all orders placed via telephone. For any similar enquiries please see General Enquires.

**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: IS SILK INTERNATIONAL PTY LTD PART OF THE DSA (DIRECT SELLING AUSTRALIA)?**

A: The Direct Selling Australia Inc (DSA) is the trade association for Australia's Direct Selling industry. Its members include more than 70 of Australia's leading Direct Selling organisations that are committed to the highest professional standards and must adhere to a strict code of practice. Consumers can be confident that any business that is a member of the DSA is ethical and professional and this is why Silk International PTY Ltd have chosen to be a member of this organisation.

**Q: HOW CAN I CHECK WHO HAS REGISTERED IN MY DOWNLINE?**

A: Please sign into your website using your login details. Your downline can be found in the Silk Resource Centre in the tab Back Office and Consultant Extract. This gives you a list of all VIP Members/Sales Reps/ITP's in your team no matter what level they are to you. You can also run a report from your Resource Centre, Consultant Jobs, Genealogy to give you this information.

**Q: WHAT AM I ALLOWED TO POST ON SOCIAL MEDIA SITES?**

A: Social Media sites such as Facebook, Instagram, Twitter, Pinterest etc. have become amazing sales tools that help Sales Reps reach an extended audience. It is recommended that Silk Sales Reps follow the official Silk Oil of Morocco pages from which they can re-post and share to their own page. Silk Sales Reps may also use content provided in the Resource Centre. To access this information simply sign in to your Silk Website using your login details. Please refer to the Silk International Pty Ltd Policies and Procedures and Social Media Guidelines locating in the Training Manual if you have any queries.

**Q: CAN I SPONSOR SOMEONE OVERSEAS?**

A: No, this opportunity is limited to Australia only at the moment.

**Q: HOW MUCH DO PERSONALIZED BUSINESS CARDS COST?**

A: Depending on quantity, business cards range from \$22.48 - \$195. These are to be ordered direct with JT Press or Vistaprint. To find out how click on the 'Business Cards' in the Sales Rep/ITP Only Store under 'Stationery'.

**Q: WHERE DO I FIND MY PERSONAL BUSINESS VOLUME / TEAM BUSINESS VOLUME / HOW MANY NEW RECRUITS I HAVE / MY SILK REWARDS POINTS?**

A: Log in to your website, click on 'My Account' at the top of the page and this is where you will find all of this information.

**Q: TO RECEIVE SPONSOR BONUS AND TEAM BONUS HOW MANY SALES NEED TO BE PUT THROUGH MY ONLINE STORE?**

A: To receive bonuses you need to be at the correct level in the Income and Rewards Plan and \$550.00 (including GST) needs to be put through your store. Please note (Personal Business Volume PBV) on your 'My Account' tab is not including GST so this needs to read \$500.00.