

INDEPENDENT TRADE PROFESSIONAL FAQ'S

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

A: No it is not compulsory to purchase a Sample Pack when you register however if you wish to these can be found in your Sales Rep/ITP Store under ITP Sample Packs. With your first order you also receive a FREE Business Marketing Kit valued at \$49.00.

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

A: Silk Independent Industry Trade Professionals can purchase any one of each of the thirty one Silk Sample Packs however only one of each can be purchased.

Q: IF I PURCHASE A SAMPLE PACK ON REGISTRATION AND DECIDE NOT TO CONTINUE AS AN ITP MAY I RETURN THE PACK?

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

Q: IF A PRODUCT IS FAULTY IN MY SAMPLE 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 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 AN ITP?

A: If you have been speaking to somebody about becoming an ITP and they have given you their website, go to their website address, scroll down and click on Register to Become an ITP. If not go to the main Silk website, click on the Opportunity tab, click on Silk Industry Trade Professional, scroll down and click on either 'select a local Silk Sales Representative to look after you' if you want to choose somebody, if you would like Head Office to assign you to somebody please choose 'select Head Office to find someone in your local area'. Complete the registration form, this will then be sent through to Head Office for approval. Once approved you will receive an email with your login details to your account.

Q: WHERE DO I GO TO PURCHASE SILK STATIONERY?

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

Q: IS IT COMPULSORY TO HAVE MY OWN 'FREE' SILK WEBSITE?

A: No, it is not compulsory however it is recommended. 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.

Q: CAN I CHOOSE MY OWN URL?

A: Yes, however this has to be approved by Head Office. Most ITP's are either using their first name and last name or their business 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: The website is provided to you FREE OF CHARGE, this covers all website maintenance costs and up-dates.

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.silkoilofmorocco.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: WHAT TYPE OF BUSINESS ENTITIES CAN JOIN SILK INTERNATIONAL PTY LTD AS AN INDUSTRY TRADE PROFESSIONAL?

A: Hairdresser Cert III or above; Barber Cert III or above; Beautician Cert II/III, Beauty Therapist Cert IV or Diploma; Make up Artist Cert II/III/IV or Diploma; Massage Therapist Cert IV; Hair Extension Technician; Nail Technician Cert II, Eyelash Technician; Spray Tan Technician; Cosmetic Tattooist.

Q: DO I NEED AN ABN TO REGISTER?

A: No - Hairdresser Cert III or above, Beautician Cert IV or Diploma; Barber Cert III or above, Make Up Artist Cert III or above, Massage Therapist Cert IV - Silk require your Trade Certificate, ABN or proof that you are running a legitimate Hair & Beauty business. ABN's MUST be supplied for Hair Extension Technician; Nail Technician Cert II, Eyelash Technician; Spray Tan Technician; Cosmetic Tattooist and you MUST have been in the profession for a minimum of 6 months.

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: 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 AN ITP?

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: 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 TOO?

A: Most definitely.

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

A: All Independent Industry Trade Professionals 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. 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.

Q. HOW DO I RECEIVE WHOLESAL PRICES?

A: Simply login to your account, place the products that you wish to order in your shopping cart and your 50% rebate will be deducted upon checkout. Please Note - you do not receive 50% off product samples and marketing material.

Q: CAN I PURCHASE THE VALUE PACKS AVAILABLE FROM MY WEBSITE?

A: No however your customers can when they purchase direct from your website. For customer orders,that have purchased through your website, you will be paid 20-35% commission on the 15th of the following month. Please see the Income and Rewards plan for further information.

Q: DO I HAVE ACCESS TO FLASH SALES?

A: No, as an Industry Trade Professional you do not have access to flash sales, however your customers do when purchasing through your website. Industry Trade Professional do, however, have access to the various monthly deals which are amazing value for money.

Q: WHY DO CUSTOMERS RECEIVE FREE POSTAGE AND NOT INDUSTRY TRADE PROFESSIONALS?

A: Customers receive FREE Shipping on orders over \$200 as they are purchasing at FULL Retail Price, Industry Trade Professionals receive products at 50% off giving a 100% markup. We are constantly working with Couriers to reduce cost of freight to pass the savings onto you.