

## FREQUENTLY ASKED QUESTIONS

# PC PERKS

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### WHAT IS A PC?

A “PC” is a Rodan + Fields Preferred Customer. When you join PC Perks you become a PC, or a Preferred Customer.

### WHAT IS THE PC PERKS PROGRAM?

PC Perks is our Preferred Customer program offering a 10% discount on all orders, free shipping on orders of \$90 or more (after applying the 10% PC discount), and includes a subscription service for deliveries every 60 days with the flexibility to change future products and shipment dates in your account settings. Join with a one-time fee of \$24.95 and a minimum subscription order of \$90 or more. Preferred Customers also have access to exclusive offers and promotions and a Priority Customer Service line. Additionally, all our customers have the peace of mind of a 60-day money back guarantee on all products.

### HOW DO I ENROLL IN THE PC PERKS PROGRAM?

You may enroll in PC Perks through a Consultant’s Personal Website or through the R+F website at the time of checkout with an initial subscription order totaling a minimum of \$90 after the 10% PC Perks discount is applied. You must provide the required enrollment information, including a valid credit card. Additionally, there is a one-time, non-refundable \$24.95 PC Perks enrollment fee.

### HOW DO I UPGRADE TO A PC PERKS ACCOUNT?

If you are an existing Customer and would like to upgrade to Preferred Customer status, please call our Priority Customer Service line at 877.PERKSRF (877.737.5773). Phone hours are: Monday to Friday 4:00 a.m. – 8:00 p.m. PST, or Saturday and Sunday 8 a.m. – 5 p.m. PT.

### AS A PREFERRED CUSTOMER IN THE PC PERKS PROGRAM, HOW DOES FREE SHIPPING WORK?

For Preferred Customers, shipping is free on all orders of \$90 or more, after the 10% PC Perks discount is applied. When you log in to the R+F website or your Consultant’s Personal Website, you will identify yourself as a PC by entering your email address and the password that you selected when enrolling in PC Perks. Then you can view and access the PC pricing and receive free shipping on all orders of \$90 or more, whether it is a subscription order or a one-time order.

### WHAT IS THE PREFERRED CUSTOMER PRICE?

The Preferred Customer price includes a 10% discount applied to all R+F products. It is an exclusive benefit available to Preferred Customers.

## AS A PREFERRED CUSTOMER, DO I AUTOMATICALLY RECEIVE THE PREFERRED CUSTOMER PRICE?

Yes. Once your Preferred Customer account has been established, all orders placed through your account, whether a subscription order or a one-time order, qualify for Preferred Customer pricing.

## HOW DO I MANAGE MY PREFERRED CUSTOMER ACCOUNT?

As a Preferred Customer, you will be identified by your email address and the password you selected when you enrolled in PC Perks. Upon entering the R+F website or your Consultant's Personal Website, you must log in to identify yourself as a PC in order to view and access the PC pricing, or to update your order, billing or other information on file with R+F.

## HOW DO I MANAGE A SCHEDULED SHIPMENT DATE OR ORDER?

Your initial order (consisting of R+F products totaling a minimum of \$90 at the Preferred Customer price) will be shipped upon completion of enrollment. This is your subscription order. If you don't edit your subscription order or change your ship date you will receive the same products you selected in your initial order, at the Preferred Customer price, every 60 days. You may change your subscription order up to one day prior to scheduled shipment, provided that the order continues to total a minimum of \$90 at the Preferred Customer price. You can update your order or shipment date up to one day prior to your scheduled ship date by logging in to your PC Perks account and clicking on "Edit PC Perks Cart."

## IS THERE A LIMIT TO HOW MANY PC PERKS ORDERS I CAN PLACE IN ONE MONTH?

There is no limit. You can place as many PC Perks orders as you would like during a single month period.

## WHAT ARE THE DATES I CANNOT MAKE CHANGES TO MY SHIPPING DATE?

CAN: 18th – 31st of any given month

## I ACCIDENTLY MADE A PURCHASE I DIDN'T INTEND TO, HOW DO I CANCEL THIS ORDER?

If you have made a purchase by mistake, please contact Customer Care for additional assistance:  
CAN: 1.877.PERKSRF (1.877.737.5773) or email [SalesSupportCA@rodanandfields.com](mailto:SalesSupportCA@rodanandfields.com)

## CAN I PURCHASE MY SCHEDULED PC PERKS ORDER IMMEDIATELY?

To purchase your PC Perks order immediately, view your order and select 'Edit Order Date.' Select 'Buy Now' to place an order immediately and confirm your shipping, billing and product information.

## WHAT DO I DO IF MY CREDIT CARD IS DECLINED?

You will receive an email from our PC Perks Customer Care team letting you know that we were not able to process your order and requesting that you update your PC Perks billing information. We will reprocess your order in five business days.

## HOW DO I CANCEL MY PC PERKS ACCOUNT?

You may cancel your PC Perks account up to one day prior to your scheduled ship date. Log in to your PC Perks account, click “Manage Subscription” and then click “Cancel My Account,” then confirm your cancellation. Cancelling your PC Perks account cancels access to the 10% Preferred Customer discount on all purchases, free shipping on orders or \$90 or more, subscription orders, and all benefits associated with PC Perks.

## WHAT IF I HAVE ADDITIONAL QUESTIONS ABOUT THE PC PERKS PROGRAM?

If you have additional questions, feel free to reach out to us at [pcperks@rodanandfields.com](mailto:pcperks@rodanandfields.com) or by phone (877) 737-5773 Monday to Friday 4 a.m. – 8 p.m. PT or Saturday and Sunday 8 a.m. – 5 p.m. PT.