

R+F PC Perks Program Terms

Effective: September 1, 2026

These Terms & Conditions (“**Terms**”) are a legal agreement between you and Rodan + Fields Beauty, LLC (if you are a resident of the US), Rodan & Fields Australia Pty Ltd ABN 14 600 152 243 (if you are a resident of Australia), Rodan & Fields, Canada, ULC (if you are a resident of Canada) (“**we**,” “**us**,” “**our**,” “**Rodan + Fields**,” or “**R+F**”) and their respective successors and assigns. These Terms govern your enrollment and participation in Rodan + Fields’ Preferred Customer Perks Program (“**PC Perks**”), a flexible subscription program for Rodan + Fields products, and your status as a Rodan + Fields “Preferred Customer.” By enrolling in PC Perks, you agree to these Terms, as well as Rodan + Fields’ general Terms and Conditions available here:

In the U.S.: <https://www.rodanandfields.com/terms-and-conditions>

In Canada: <https://www.rodanandfields.ca/terms-and-conditions>

In Australia: <https://www.rodanandfields.com.au/terms-and-conditions>

FOR CUSTOMERS IN THE UNITED STATES, YOU AGREE TO SUBMIT ALL DISPUTES CONCERNING THE PROGRAM, THE PROGRAM TERMS, YOUR USE OF THE RODAN + FIELDS WEBSITE, AND ANY PRODUCTS OR SERVICES YOU PURCHASE FROM RODAN + FIELDS, TO CONFIDENTIAL, BINDING INDIVIDUAL ARBITRATION IN ACCORDANCE WITH THE FULL ARBITRATION AGREEMENT SET FORTH IN THE GENERAL TERMS & CONDITIONS AVAILABLE [HERE](#). BY AGREEING TO THE ARBITRATION AGREEMENT, YOU ARE (1) WAIVING YOUR RIGHT TO PURSUE RELIEF IN A COURT OF LAW AND TO HAVE A JURY TRIAL ON YOUR CLAIMS, AND (2) ARE ONLY PERMITTED TO PURSUE CLAIMS AND SEEK RELIEF AGAINST RODAN + FIELDS ON AN INDIVIDUAL BASIS, NOT AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. THE ARBITRATION AGREEMENT COVERS ALL DISPUTES, INCLUDING BUT NOT LIMITED TO PRODUCT LIABILITY CLAIMS. THE ARBITRATION CLAUSE DOES NOT APPLY TO CLAIMS THAT CAN BE BROUGHT IN SMALL CLAIMS COURT AND INTELLECTUAL PROPERTY CLAIMS.

I. Eligibility and Enrollment

To become an R+F Preferred Customer, you must enroll in PC Perks through a Brand Consultant’s Personal Website or through the R+F Website at the time of checkout. You must be eighteen (18) years or older to enroll in PC Perks. You must enroll in PC Perks individually. Enrollment is non-transferable and may not be shared. Once you become a Preferred Customer, if you already had an R+F Retail Customer account, that account will convert to a Preferred Customer account and will only remain active for so long as you remain a Preferred Customer. To remain a Preferred Customer, you must remain enrolled in PC Perks by maintaining an active PC Perks subscription, although you may modify, delay, or remove

products from your subscription as set forth below. You may not re-sell R+F products that you purchased through PC Perks.

If you enroll in PC Perks through the R+F website, you may select an R+F Brand Consultant as your Preferred Customer Sponsor before finishing enrollment. If you enroll in PC Perks through an R+F Brand Consultant's personal website, that Brand Consultant will be deemed your Preferred Customer Sponsor. Note, if you select Apple Pay as your payment method at enrollment, you will not be tied to an R+F Brand Consultant, unless you are enrolling via a Brand Consultant's Personal Website. If you wish to change your Preferred Customer Sponsor, you must terminate your PC Perks account and wait a minimum of 30 days to re-enroll. If you choose to become an R+F Consultant after becoming a Preferred Customer, then you must discontinue your PC Perks account. Rodan + Fields reserves the right to terminate the Preferred Customer account at its own initiation if Preferred Customer fails to terminate the account once they become an R+F Consultant.

When you enroll, you will be identified by your email address and you will be required to select a password. You must log in using these credentials in order to view and update your order, billing, or other information on file with R+F.

Upon enrollment, you must provide required contact and billing information, including your valid credit card or other valid payment method, for the initial order and Autoship billing. If you select Apple Pay as your payment method, your initial order will default to a two-month shipment frequency. Following your initial order, you can log in to your account to change your order frequency. For other payment methods used at the time of your initial order, you will select from two timing options—every month or two months. Your initial order will be processed upon completion of enrollment. You may not have product shipped to a freight-forwarder. If you have a Brand Consultant sponsor, your Brand Consultant's credit card or other payment method may not be used for your PC Perks account.

Payments are in USD for residents of the US, CAD for residents of Canada, and AUD for residents of Australia.

Going forward, if you do not edit your cart or change your ship date, you will receive the same products selected in your initial order, resulting in a charge to your credit card or other accepted payment method of the total amount of the products you selected, plus applicable taxes, every month or every two months, based on the order frequency you selected during your enrollment. In the event any item in your order is not available at the time of shipping, we will notify you by email. In that case, we reserve the right to substitute another item, which may have the same or lower price than the item you originally ordered, but you will have the ability to select an alternative item by logging into your account at any time until the order is processed for shipment. R+F reserves the right to change the prices for products at any time.

If your enrollment order is received by us on or before the 20th of the month, your second subscription order will be billed to your on-file, default payment method and shipped approximately one or two months after the shipment of the initial order, based on your chosen

order frequency, unless you log in to your PC Perks account and delay your order at least one day prior to your scheduled ship date. If your initial order is received by us after the 20th of the month, your second subscription order will be billed to your on-file, default payment method and shipped on approximately the 20th day of the next replenishment month, based on the order frequency chosen, unless you log in to your PC Perks account and delay your order at least one day prior to your scheduled ship date.

To cancel or modify your subscription, log in to your PC Perks account, click “Manage Subscription” then click “Cancel My Account,” and confirm your cancellation. You may cancel your subscription at any time, whether before or after any renewal date, without charge or penalty. If you cancel your subscription after your subscription order has been processed, the product(s) can be returned for a refund in accordance with the Rodan + Fields return policy. If you cancel your subscription, your account will be deleted along with all benefits associated with the account, including those related to R+F Beauty Rewards.

Should you wish to return your initial shipment or any subsequent shipments under the terms of the R+F 60-day Satisfaction Guarantee, you will receive full credit for the order according to the R+F return policy. This right of return is in addition to and not intended to exclude the rights and remedies available to you if a product does not comply with a statutory guarantee.

You are responsible for keeping your information up to date, and if your payment method, shipping address or other information needed to process your subscription order is not accurate or otherwise prevents us from processing your order, your PC Perks enrollment may be subject to termination. Before terminating your enrollment, we may, but are not obligated to, attempt to reach you via the email address we have for you on file to give you an opportunity to provide the information we need to process your order.

II. Rules and Benefits

By enrolling in PC Perks, you are eligible to receive free ground shipping (“standard shipping” in Australia) on orders of USD \$40 | CAD \$53 | AUS \$58 or more not including promotions, vouchers, taxes, fees, and shipping. You are also eligible for exclusive offers and promotions and a “**Perks Present**” with your 2nd qualifying order. PC Perks members also gain access to a priority Customer Service email and receive a 60-day Satisfaction Guarantee on all products.

Additionally, PC Perks members that are members of R+F Beauty Rewards can receive “Bonus Points” above the “Base Earn Rate” on one subscription order placed 30-90 days following an initial qualifying subscription order (the “**Subscription Bonus**”). PC Perks members must be enrolled in the R+F Beauty Rewards Program to receive the Subscription Bonus. Eligibility, enrollment and participation is subject to the [R+F Beauty Rewards Terms and Conditions](#) (US) and see [here](#) for R+F Beauty Rewards Terms & Conditions applicable in Canada. If you cancel your subscription and PC account but wish to retain a R+F Beauty Rewards account and related benefits, you must create a new Retail Customer account, opt-in to the R+F Beauty Rewards Program, and contact Customer Service at RFBeautyRewards@rodanandfields.com within 120 days of terminating your PC Account.

Subscription orders eligible for the Subscription Bonus will automatically earn three (3) Points for every one dollar (local currency) spent pursuant to the R+F Beauty Rewards Terms. For example, if a customer places a subscription order on April 1, the next recurring subscription order placed between May 1 and June 30 will be eligible for the Subscription Bonus and will earn the member Bonus Points. If no qualifying subscription order is placed within 30 to 90 days of your last qualifying subscription order, the Subscription Bonus will expire. The next qualifying subscription order after the Subscription Bonus expires will still be eligible to earn Points at the Base Earn Rate and the 30-to-90-day window for earning the Subscription Bonus begins again from that date. The Subscription Bonus will only apply to one qualifying subscription order every 30-to-90 days. You can view the current status of your Subscription Bonus in your customer account dashboard.

You may update, delay, change or cancel your subscription order up to one calendar day prior to scheduled shipment by logging in to your online account and changing your PC Perks status. If you cancel your subscription after your subscription order has been processed, the product(s) can be returned for a refund in accordance with the Rodan + Fields return policy. Please allow up to two (2) business days for order processing. After your initial order, this shipment frequency can be updated by logging into your account as described in Section I.

Any discounts and benefits are subject to restrictions and change, and PC Perks members may, from time to time, be eligible for additional benefits not described here. Discounts may not be stacked.

Standard shipping will be charged for all orders less than USD \$40 | CAD \$53 | AUS \$58.

As a Preferred Customer, you are eligible for a Perks Present with a second order of at least USD \$80 | CAD \$90 | AUS \$100 placed within 30-90 days from enrollment date. This second order can be placed either as a subscription or one-time/ad hoc order to qualify for the Perks Present. Orders placed before 30 days of enrollment or after 90 days of enrollment are not eligible for the Perks Present. The Perks Present will appear in your cart with your eligible order. The Perks Present is designated by Rodan + Fields and cannot be substituted or changed by the Preferred Customer.

In the U.S., if you pay with Klarna, each new PC Perks subscription order will be split into four payments due every two weeks. Your first payment will be due on the date the order is processed. Each new Klarna payment plan is subject to loan approval. For California residents, loans are made pursuant to a California Finance Lenders Law license.

III. Marketing Emails

By enrolling in PC Perks you also agree to receive product and promotional emails. You can opt out by clicking “unsubscribe” in your emails. Transactional emails pertaining to your order will continue to keep you updated on purchases and shipments. For more information on our marketing practices, please see our Privacy Policy.

- In the U.S.: [Privacy Policy](#)
- In Canada: [Privacy Policy](#)
- In Australia: [Privacy Policy](#)

IV. Modification and Termination

R+F may terminate or suspend your PC Perks account if you violate these Terms or the rodanandfields.com Terms & Conditions, or engage in any conduct that R+F reasonably believes violates the spirit of those Terms, including abusive behavior toward R+F Consultants or R+F staff.

R+F may amend these Terms & Conditions or any portion or provision of them, including its eligibility requirements, the benefits of the program, the price of our products, at any time and from time to time at its discretion. Where required by law, or at our discretion, R+F will notify you of any changes to these PC Perks Terms and Conditions in advance of the changes taking effect via the R+F Website and via email. Where required by law, or at our discretion, we will provide you with notice at least thirty (30) days prior to the effective date of the change by sending a message to the email address (or other contact information we have for you at our discretion) associated with your account. If you do not wish to be subject to the revised Terms, you can cancel your agreement with us without cost, penalty or cancellation indemnity, by sending us notice to that effect no later than thirty (30) days after the amendment comes into force, or on such other timeline as may be required under the applicable law, or specified in our notice to you.

Where such is mandated by applicable law, R+F may only amend provisions of these Terms & Conditions respecting cancellations, returns, exchanges or refunds if the amendment does not increase an obligation of the consumer or reduce an obligation of the supplier.

V. General

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions continue in full force and effect.

These Terms, together with the R+F general Terms and Conditions and Privacy Policy, constitute the full agreement between you and R+F in relation to the Program.

VI. Contact

For questions or comments related to PC Perks or these Terms, please contact R+F at PCPerks@rodanandfields.com. You may also contact us at 3001 Bishop Drive, Suite 450, San Ramon, California 94583 or 1-855-732-2623.