

February BOGO

Rules and Qualifications:

- Different BOGOs will be announced on dōTERRA's International Facebook page, Twitter, Instagram, and the Virtual Office every day during the week
- There is a limit of 5 per account, per day.
- A new order must be placed if a member would like to participate in the special for that day. Members have to pay shipping for every order. Shipping fees cannot be waived.
- Member need to add the product to the order and the system will add the free item as long as the limit hasn't been reached or points haven't been used.
- If BOGOs are returned, both items must be included.
- Each BOGO will begin at 12:00 am MDT and be available until 11:59 pm MDT. The order must be placed and processed within this time.

February BOGOs Q&A

Can I use points to buy the BOGOs?

No. Points cannot be used for BOGO specials.

How do I find out what the BOGOs are?

Daily specials are announced each day on the doTERRA Essential Oils Facebook page, doterra.com, and by email. There will be one unique BOGO a day starting Monday, February 18 through Friday, February 22, 2019 for a total of five specials for the week.

Are there any exceptions that can be made for the BOGO's?

No. If you miss a BOGO, there will be other opportunities in the future to participate in promotions and BOGOs.

How long does each BOGO last?

Each offer will begin at 12:00 AM Mountain Time and will be available until 11:59 PM Mountain Time. If you choose to participate, your order must be placed and processed within that 24-hour period.

Which markets are eligible to participate in these BOGOs?

These BOGOs will be available to US, Canada, and all NFR markets. If you are not in the US or Canada please check with your market to see what deals they have. Many international markets will also be participating in this BOGO event, although the products may differ. Please call your market's Member Services to see if your market is participating.

Can Preferred Members, Retail Customers, and Wholesale Customers participate in the BOGOs?

Yes.

Can I purchase a BOGO on an enrollment order?

Yes. Please be aware that new enrollments are still required to purchase the enrollment packet.

I want to place my order at the Product Center in Pleasant Grove, Utah. How can I do that?

Follow the instructions for purchasing below, but select Product Center as your shipping method. Please be aware that orders can only remain at the Product Center for 20 days.

Do I have to pay shipping every day for each BOGO order?

Yes. We recommend getting together with five friends, placing one order, and splitting the shipping cost. You will earn Shipping Rewards Points for each order placed online.

How many BOGOs can I buy?

The BOGO limit is 5 per account, per day.

How do I know if my order has been placed and processed?

An order confirmation email will be sent to the email address listed on your doTERRA account.

Can I email in my BOGO order?

No. If you have problems trying to process your BOGO order, please call Member Services immediately at (800)-411-8151. If you email us, we will not be able to process the order.

Do the BOGOs qualify to earn Loyalty Rewards Program (LRP) Points and Shipping Reward Program (SRP) Points?

Normal rules apply. LRP points will be based on the PV of the item you are purchasing. Example: If the special were "Buy 1 Lemon get 1 TerraShield® free," you would receive LRP points based off the Lemon oil's PV value, which is 10.60. Remember that points only apply if the order is an LRP order at 50 PV or above.

Orders will qualify for SRP Points based on normal qualifications.

My credit card was declined. What should I do?

If your credit card is declining, make sure to enter your postal and security code (found on the back of your card) before processing. If you continue to have problems processing your order, please call Member Services at (800)-411-8151 immediately so they can assist you in processing your order.

Purchasing on a Standard Order

1. Sign in to your back office and select the "Shop" tab.
2. Select the appropriate category for the special that day. For example, if the BOGO is "Buy one Grapefruit get one Lemongrass free," you would select "Single Oils," search for Grapefruit, and select "Add to Cart." Once you have finished shopping, click "Proceed to Checkout." The free Lemongrass will automatically be added to your cart.
3. Standard orders will not receive LRP points; however, standard order Shipping Reward Points still apply.

Purchasing on a Loyalty Rewards Order

1. Sign in to doterra.com and click on your LRP template.
2. Go to the "Quick Add to Cart" bar and search for the special that day. For example, if the BOGO is "Buy one Grapefruit get a Lemongrass free," search "Grapefruit," and select it when it pops up in the drop-down menu.
3. You no longer need to add an additional item for your LRP order to process, but if you wish to earn LRP points, your order must reach at least 50 PV.
4. Once you have finished shopping, click "Ship Now," and then continue to the Review Order page. The free Lemongrass will automatically be added to your cart.
5. Select "Process Order Now."
6. Make sure to adjust your template after for future orders.