

AutoShip for Representatives

Autoship is only available to Representatives and Lifestyle Members

Important Information

All dates are Australian Eastern Standard Time

What is AutoShip For?

AutoShip is an easy way to ensure that a Representative remains active and eligible to receive all bonuses. Miessence has made a point of keeping the cost of products at a competitive level while ensuring monthly requirements are not excessive. Consequently, the monthly commitment is just 75 points.

What is Autoship?

By signing for AutoShip, the Representative is committing to receiving an order of at least 75 points on their nominated day of each month. The monthly order will be sent out on the 5th, 15th or the 25th* of each calendar month, as the Representative decides. (Australian Eastern Standard Time).

**If the nominated date falls on a weekend or Public Holiday, AutoShip will be processed on the next business day. In the case of December, Autoship on the 25th is run early due to Christmas and the specific date is announced via multiple channels including e-blasts, MiAccount and Facebook.*

There are two options for AutoShip. You can choose the **Strict Option** whereby your selected AutoShip default order will be sent to you each month on your nominated day regardless of any other orders placed on your account.

By selecting the **Bypass Option**, your nominated AutoShip default order will only be shipped if you have not placed your own order of 75PV or more prior to your selected shipping date.

For example:

A Representative chooses to order online, by fax or email an order to the Company on the 12th of the month. This order is 79 points in value. The automatic monthly order that is due to be generated on the 25th (AEST) **will not be generated** as the member has already fulfilled the minimum 75PV order for that calendar month.

The content of an AutoShip order may be changed by the Representative in the MiAccount Area of the website up until 2 days before the AutoShip order is due to be generated.

AutoShip orders can be selected to run monthly or bi-monthly.





AutoShip orders are able to be postponed for up to two months during each Representative's membership year. Postponements can only be made by contacting Customer Support directly at support@miessence.com

For example:

A Representative who joined in February 2014 can postpone their AutoShip for two months at any time between February 2014 and January 2015.

Definition of a Calendar Month

This is the 1st day of the month to the last day of the month, i.e 1st March – 31st March (AEST). The invoice date shows the month the volume counts towards.

What else do I need to do to ensure that I am set up?

Once a Representative has registered for AutoShip the individual must submit their credit card details via the AutoShip page in MiAccount. It is a requirement of AutoShip that each person registered has valid credit card details on file with us.

DISCOUNTS

Once on AutoShip you will receive the following discounts:

Orders under 75 PV	20% Discount	\$4.95 Shipping
Orders between 75-129 PV	20% Discount	Free Shipping
Orders between 130-699 PV	30% Discount	Free Shipping
Orders over 700PV	40% Discount	Free Shipping

Cancellation of AutoShip will result in the following discount structure taking place.

Orders under 75 PV	20% Discount	\$9.95 Shipping
Orders over 75PV	20% Discount	\$4.95 Shipping
Orders over 701PV	40% Discount	\$4.95 Shipping

**Please note if you cancel AutoShip and then rejoin within 30 days you will not receive the higher discounts until after the 30 day period.*

Returns

AutoShip is designed to protect a Representative against missing out on bonuses. Members can return the item for an exchange only for products to the same dollar value or less, within 30 days of date of invoice.

Returns/refunds will also be accepted and a refund of 80% of the value of the order will be credited. The Representative is responsible for all freight costs for returning the order. All return requests must be directed to returns@miessence.com.

Miessence must authorise any returns by issuing a Return Authorisation Number (RAN).



The unused product that has been authorised for return, must be received within 14 days from the RAN issue date together with proof of purchase and for security reasons the RAN must be displayed on the outside of the parcel within the Sender's details. All freight cost are to be borne by the Representative. Parcels not displaying a Return Authorisation Number will not be accepted by Miessence.

Onegroup Return and Replacement Policy can be found at the following link - <http://www.miessence.com/shop/en/tcs/refund>

Invalid Credit Card Payments

Any AutoShip orders that cannot be charged due to credit card rejection will not be processed.

If this happens to you, you will be sent an email informing you that your AutoShip has been cancelled and that you have until the end of the month to place an order to meet your monthly PV requirements. You will then be asked to update your credit card details with the Accounts Department.

Should three consecutive AutoShip orders be returned by request or canceled due to invalid credit cards, or bank declining transactions, the Representative will be taken off AutoShip in our system.

Credit Card details can be updated at any time via the AutoShip page in MiAccount. Alternatively you can request a credit card authorisation form from the customer service team and complete and return this to the company.

Shopping online with Miessence is 100% secure.

Our web site uses the very latest in security software and encryption systems to ensure that your credit card and personal details remain confidential.

These details are used only for the purpose of processing your order.

You can find more details here - <http://www.miessence.com/shop/en/tcs/security>

Address Changes

Changes to the postal address for Autoship orders can be made on-line in MiAccount. Please note that you must update your shipping address in the Autoship section of MiAccount as updating on your main account page will not transfer to Autoship orders.

Use of Bonus Account for Monthly Order payment

If you would like the payment of your monthly automatic order to be taken from your Bonus Account prior to your credit card you can choose this option on the Autoship page in MiAccount.

Please note that if you have insufficient bonus funds and your credit card on file is declined your Autoship order will not be processed.